

## **Recommendations from Outreach and Communications Ad Hoc Subcommittee regarding revisions to the City Complaint Form April 2021**

### Ad Hoc Subcommittee Members

Michelle Dennis, Member

Kira Grimes, Member

Rebecca Rona, Chair

Carlos Valverde, Vice Chair

### **New recommendation regarding the complaint form**

Include the sentence "Please note that if the staff receive an incomplete form, staff may not be able to adequately address the complaint."

### **Recently agreed-upon revisions to the complaint form (agreed upon by committee and staff)**

1. A Spanish version of the complaint form will be added to the website.
2. "Street address where incident took place" will be revised to read "Location where...."
3. These will be added to the list of bases for discrimination the complainant can check off:
  - socioeconomic status
  - personal characteristics
  - ethnicity/national origin
  - homelessness
  - other
4. Staff will remove the requirement feature from the complaint form except for two fields
  - the factual basis for the complaint and
  - the description of the employee who is the subject of the complaint, such as location, uniform, time of day, and other identifiable information.
5. "Complaint against: Name of person or persons" will be revised to read "...Name of person(s) or any identifiable information."
6. "Title" will be revised to read "Job Function," if known."
7. The request for a phone number will be removed.