



**RADFORD PARKS AND RECREATION
DEPARTMENT
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RADFORD, VA 24141
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**DIRECTOR:
KEN
GOODYEAR**

**ASSISTANT
DIRECTOR:
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DIRECTOR:
JACKIE STEPHENS**

HOW TO FILE A COMPLAINT OR COMPLIMENT * CONFIDENTIAL *

1. IF YOU WISH TO FILE A COMPLAINT OR COMPLIMENT REGARDING THE ACTIONS OF A RECREATION DEPARTMENT EMPLOYEE OR ANY ASPECT OF THE RECREATION DEPARTMENT, PLEASE:
 - A. COME TO THE RECREATION DEPARTMENT AND TELL ANY EMPLOYEE THAT YOU WANT TO FILE A COMPLAINT/COMPLIMENT; OR
 - B. CALL THE RECREATION DEPARTMENT (731-3633) AND EXPLAIN WHY YOU CANNOT APPEAR IN PERSON AND THE FORM WILL BE MAILED TO YOU; OR
 - C. OBTAIN THE PROPER FORM FROM THE RECREATION DEPARTMENT WEBSITE AND MAIL THE COMPLETED FORM TO:

**DIRECTOR OF PARKS AND RECREATION
RADFORD PARKS AND RECREATION DEPARTMENT
200 GEORGE STREET
RADFORD, VA. 24141**

2. THE DIRECTOR OF PARKS AND RECREATION OR AN ASSISTANT DIRECTOR WILL ASSIST YOU IN COMPLETING THE FORM IF YOU SO DESIRE. THIS FORM ASKS YOU TO IDENTIFY YOURSELF AND GIVE SPECIFIC DETAILS ABOUT YOUR COMPLAINT/COMPLIMENT. THE COMPLAINT/COMPLIMENT CANNOT BE PROCESSED WITHOUT SUFFICIENT INFORMATION TO ALLOW AN INVESTIGATION TO BE INITIATED.
3. THE DIRECTOR OF PARKS AND RECREATION OR AN ASSISTANT DIRECTOR WILL THEN INVESTIGATE YOUR COMPLAINT OR DOCUMENT YOUR COMPLIMENT. YOU MAY BE CONTACTED BY THEM AND ASKED ADDITIONAL QUESTIONS ABOUT YOUR COMPLAINT/COMPLIMENT.
4. IF THE INVESTIGATION WILL REQUIRE AN EXTENDED PERIOD OF TIME, YOU WILL RECEIVE A LETTER DETAILING THE REASONS FOR THE DELAY.
5. WHEN THE INVESTIGATION OF THE COMPLAINT IS COMPLETED, THE DIRECTOR OF PARKS AND RECREATION WILL REVIEW THE RESULTS OF THE INVESTIGATION, AFTER WHICH YOU WILL THEN RECEIVE A LETTER EXPLAINING THE STATUS OF YOUR COMPLAINT.
6. IF YOU ARE NOT SATISFIED WITH THE RESULTS OF YOUR INVESTIGATION YOU MAY APPEAL THE DECISION TO THE RECREATION COMMISSION.
7. THE RULING OF THE RECREATION COMMISSION MAY BE APPEALED TO THE CITY MANAGER WHO'S DECISION IS FINAL.

