

City of Ann Arbor Feedback Form

Purpose

Use this form to submit the following types of feedback to the City of Ann Arbor about public interactions,

- complaints or concerns about employee conduct or communication,
- complaints or concerns about a City process or procedure,
- compliments to employee conduct or communications, or
- compliments or suggestions for a City process or procedure.

Instructions

The City of Ann Arbor continually strives to improve its service to the community. Feedback from the public about Ann Arbor employees and processes helps continually improve our service. You may provide your feedback in-person at the Customer Service Counter at City Hall or using this webform.

Please submit your feedback within 30 days of your interaction. Submit your feedback with current contact information if you would like follow-up regarding your feedback. Please allow 10 business days for a City response.

Submitting feedback anonymously may limit the ability of staff to thoroughly investigate a concern.

Complaints related to employee behavior will be investigated by the appropriate supervisor/manager and escalated as consistent with administrative policies and procedures. Concerns and suggestions about process improvement will be delivered to the appropriate department for consideration.

The contents of this form will be received and held by the Office of Organizational Equity. Information may be subject to Freedom of Information Act requirements.

Thank you for providing your constructive feedback to help the City of Ann Arbor serve our community better!

Contact Information

Please contact me regarding this statement

Yes No

Name

Are you a resident of the City of Ann Arbor?

Yes No

Address

 

Daytime Phone

Email

Date of Interaction

This interaction was

In-Person By Phone

Email

This feedback is about:

An employee A process

Name the process

Example: paying a parking ticket

Other Individuals Involved (if applicable)

Please describe the interaction in detail: