

**SHREWSBURY TOWNSHIP
YORK COUNTY, PENNSYLVANIA**

RESOLUTION NO. 2009-14

Procedures For Investigating Complaints Regarding Noncriminal Violations

WHEREAS, the Board of Supervisors for Shrewsbury Township desires to set forth the procedures to be followed by Township staff to investigate complaints involving noncriminal violations:

1. Complaints involving noncriminal violations shall be documented on a Complaint form, which shall be substantially in the form as attached hereto. Complaint forms shall be signed and dated by the Complainant. The Complaint form shall be made available in the office and shall be accessible on the Township's website.
2. Complaints received over the telephone shall be informed of the requirement to complete a Complaint form either in person, by mail, or by e-mail.
3. Complaints received by e-mail may be acted upon if staff is comfortable that the sender of the e-mail is legitimate. Staff may also respond to the e-mail by sending a Complaint form to the sender and requesting that the form be completed, signed and e-mailed back to the Township before any further action is taken.
4. Complaints received anonymously or without any way for staff to verify the author of the complaint shall not be investigated.
5. Complaints submitted to an agency relating to a noncriminal investigation are exempt from the definition of a public record under the Right-to-Know Law.

This Resolution has been adopted this 4th day of November, 2009.

ATTEST:

SHREWSBURY TOWNSHIP



Jean Greene, Secretary

By: 

Paul Solomon, Chairman