



**FORMAL  
COMPLAINTS  
INITIATED  
BY A  
CITIZEN**



**ADMINISTRATION**

## **FORMAL COMPLAINTS INITIATED BY A CITIZEN**

114 W. Higgins St.

Humble, TX 77338

281-446-3061

CitySecretary@cityofhumble.net

*Prepared: 11/2022; Updated: 02/2023*

### **COMPLAINT ACCEPTANCE PROCEDURES**

Our citizens have the right and expectation of receiving services in a fair, impartial, efficient and courteous manner. This policy is to routinely accept and investigate all formal complaints initiated by a citizen that pertain to employees of the City of Humble, Texas.

Formal complaints initiated by a citizen must be reduced in writing. Anyone who desires to initiate a formal complaint may do so in one of several ways. The preferred method is by personal appearance at the Office of the City Secretary who will supply the complainant with the proper form(s) and assist with proper instructions. The finished written complaint shall then be notarized and sent directly to the City Manager as well as the applicable department administrator who will investigate the matter thoroughly.

If it is not practical or possible to personally come to the City Secretary's Office, a second option is to file a complaint by mail, preferably on a form designed for this purpose.

### **ACCEPTANCE BY THE CITY SECRETARY'S OFFICE**

The City Secretary's Office is here to help you and accept your formal complaint on behalf of the City of Humble at City Hall, 114 W. Higgins St., Humble, Texas 77338.

The City's regular business hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.; and, the City is closed on New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Day and the Day after Christmas. In the event a City approved holiday falls on a weekend, the preceding or following regular business day shall be observed.

If you need more information about filing your complaint, please contact the Office of the City Secretary at 281-446-3061 or [CitySecretary@cityofhumble.net](mailto:CitySecretary@cityofhumble.net).



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### SUBMISSION DATE

### PERSON REGISTERING COMPLAINT

Name of Person/Firm		Address
Email		
Telephone #	Mobile #	

### COMPLAINT REGISTERING AGAINST

Name of City Employee	If known, City Department or Division
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Have you spoken with a person / firm being filed against?  Yes  No

Name of Person you spoke to (if different from above)

### DETAILS OF COMPLAINT

Describe your complaint in detail. Include dates, times, locations, conversations with individuals and pictures. Attach pertinent documents such as contracts, receipts, correspondences, etc. Additional pages may be attached as required.



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**DETAILS OF COMPLAINT CONTINUED**

Describe your complaint in detail. Include dates, times, locations, conversations with individuals and pictures. Attach pertinent documents such as contracts, receipts, correspondences, etc. Additional pages may be attached as required.

[Multiple horizontal lines for writing details of the complaint]

**CITY USE ONLY**

Date Received	Printed Name
Action Taken	