



TODD DARDEN
City Manager

CITY OF BIG SPRING
310 Nolan Street • Big Spring, Texas 79720
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CITIZEN COMPLAINT PROCEDURES

The City of Big Spring is committed to being responsive to public concerns about the conduct of our employees and understands the importance of maintaining the public trust. We hope that all interactions with City staff are of a favorable nature and very few contacts would cause a complaint to be made. However, we encourage members of the community to report what they believe to be any act of misconduct by City of Big Spring staff. It is the policy of the City of Big Spring that all complaints or allegations of misconduct on the part of any City employee shall be investigated promptly. We believe in the right of all persons to report potential misconduct by City staff without fear of retaliation. Retaliation will not be tolerated in any form.

The City of Big Spring always strives to deliver the best quality of services and we sincerely appreciate your input and comments.

In Your Service,

Todd Darden,
City Manager



Complaint Process Information

Who can make a complaint?

Any person may file a complaint. If the complainant is under the age of 18, we request they be accompanied by a parent or guardian. All complaints will receive immediate attention. Complaints shall be made to the City of Big Spring Human Resources office. Complaints may be received:

- (1) In person,
- (2) by telephone; or
- (3) in writing.

When can a complaint be made?

A complaint may be made during normal business hours, Monday through Friday, between 8 am and 5 pm in person, by telephone, or by mail. All complaints sent via U.S. mail should be sent to:

City of Big Spring
Human Resources Office
310 Nolan Street
Big Spring, Texas 79720
Phone: (432) 264-2346

*You may retrieve a copy of our complaint form and instructions at our office or online at: <http://www.mybigspring.com>

