



FINANCE OFFICE 156 S. BROADWAY, SUITE 114 TURLOCK, CA 95380-5454 209-668-5570	POLICY #: 98-02
	MSI #:
CODE REFERENCE:	ORIGINAL DATE: 10/27/97
SUBJECT: FINANCE OFFICE DISPUTE POLICY AND PROCEDURE	REVISION DATE: 07/23/19

It is the policy of the City of Turlock Finance Office to maintain a Dispute Procedure.

DEFINITION: **A DISPUTE is a complaint pertaining to the Finance Office, Finance Office Procedures, Policies and/or City Employees in the Finance Office.**

Any complaint pertaining to City Ordinances, Resolutions or General City Policy set by the City Council or a City Office other than Finance is not a dispute against the Finance Office and should be filed with the City Clerk or the City Office to which the complaint pertains if Finance is unable to satisfy the Customer with the information and authority available to them.

The purpose of this procedure is to allow customers to file a Dispute with the City of Turlock Finance Office and receive notification of the City's decision regarding the Dispute.

To file a Dispute with the City of Turlock Finance Office the customer must do the following:

1. Submit a completed and signed Dispute form to the City of Turlock within ten (10) days of the date the Customer was aggrieved.
2. If the customer is unable to come into the Finance Office to fill out the form, a form can be mailed to the customer to complete, sign and return to the Finance Office within ten (10) days.
3. Action taken will depend upon the nature of the complaint.
4. The Customer filing the dispute will be contacted with the decision made regarding the dispute.
5. Signed disputes will be kept on file for a period of 90 days.