

# MUNICIPALITY OF ANCHORAGE



*This form can be filled out and saved on your computer. Then you can either print out a copy and mail it to the Ombudsman or attach a copy to a email and submit it to: OMBUD@muni.org*

## COMPLAINT FORM

The Ombudsman's Office was established in addition to other remedies or rights of appeal, as an independent, impartial municipal office, readily available to the public, responsible to the Assembly, empowered to investigate the acts of Municipal agencies and Anchorage School District, and to recommend appropriate changes toward the goals of safeguarding the rights of persons and of promoting higher standards of competency, efficiency, and equity in the provision of municipal services.

Please fill out and mail to:

Municipal Ombudsman

PO Box 196650

Anchorage, AK 99519-6650

**or**

Attach to a email and send to:

OMBUD@muni.org

Name		Date
Address		
City	State	Zip
Phone Number	Alt. Phone Number	
Email Address:		
Name of municipal department you are complaining about:		
Have you tried to resolve the complaint with the department?		
<b>YES                      NO</b>		
<b>*It is important to try to resolve your issue with the agency's help before involving the ombudsman.*</b>		
Please provide names and contact information for people you have spoken with and what their response was to your complaint.		

# MUNICIPALITY OF ANCHORAGE OMBUDSMAN COMPLAINT FORM

"The Ombudsman may investigate the administrative acts of agents of the municipality,...The ombudsman shall be barred from inquiry into acts of the mayor, the assembly or school board." **AMC 2.60.110.A. D**

What did the department do that you think is wrong?

What do you want from the department? Please provide any other information we may need to help us investigate your complaint.

**\*IMPORTANT We will not give out your name without your consent. Do you give permission to use your name when talking to the agency?    YES        NO        Initial \_\_\_\_\_**

Use this space to provide any further information you feel may be useful in our investigation. **Remember: The Municipal Ombudsman only investigates complaints about municipal agencies.** Use extra paper if necessary.

What do you want the Ombudsman to do for you?

Signature

Date