

YOUR COMMENTS ARE WANTED!



Our local government is committed to providing high quality, accessible and responsive services. If you ever believe that our services have not been provided in such a fashion, please immediately let us know of your complaint and/or suggestion. Likewise, if you believe that our services have exceeded your expectations, please also let us know. Whether positive or negative, we invite and take all feedback from our customers seriously.

We want you to know that we continuously reinforce the importance of customer service and give all City staff guidance on how to deal with customer feedback, in line with ***Dover First*** - our ongoing customer service initiative by which we continuously strive for performance excellence in all that we do. Your feedback is an essential part of our effort to identify potential problems and improve upon each and every service our local government delivers to you, our residents, businesses and visitors.

If you have a comment on the way we have provided a particular service, we offer the following as a guide to help you in contacting the appropriate City official responsible for delivery of that service. If you have a more general comment and/or suggestion about local government here in Dover, you are always encouraged to write directly to the City Manager and/or your City Councilor.

HELPING US TO HELP YOU!

If you wish to provide feedback about the way in which any City department or office has provided services, we recommend that you always attempt to contact them directly.

Whenever you know of the department or person to whom your comments should be addressed, we encourage you to first contact them to give them the opportunity to hear from and address the matter with you directly.

If you do not have specific contact information for a certain service or department, please feel free to get in touch with our staff in the Office of the City Manager. They will provide you with the contact details for the most appropriate person to address your issue. Or, if you are not comfortable addressing a department contact directly, they will pass your comments to the most appropriate person on your behalf.

MAKING YOUR COMMENT

You can make a complaint, compliment and/or suggestion, which we will deal with discretely, by phone, fax, letter or e-mail. You may also complete an on-line Feedback Form which, when submitted, is delivered automatically to the appropriate department or office. To further help us in addressing your complaint, compliment or suggestion, please always attempt to provide us with the following information:

1. The department, division or office name that is relevant to your comment, and a contact name of the person(s) you may have dealt with on this matter (if you know this)
2. Information on whether it is an original comment or a follow-up to a reply you previously received.
3. A clear description of the complaint, compliment and/or suggestion and what you would like us to do for you.
4. Your name, full postal address, phone number (and e-mail address if you have one).

WHAT HAPPENS NEXT?

We will acknowledge your comment, investigate and will attempt to follow-up with you in a reasonable amount of time from receiving your comment (usually this is completed within 10 business days).

IF YOU ARE NOT SATISFIED WITH OUR REPLY

If you are still not satisfied, you should write to the Director of the relevant department and ask them to review the matter. You can get contact information from the staff member(s) who originally had been dealing with your issue or from the Office of the City Manager. If you do not receive an adequate response to a comment made to one of these departments or if you have a matter which is not specific to one of the departments, please contact the Office of the City Manager directly.

Your comments are truly important to us and we wish to give you every opportunity to have them heard and addressed. To ensure that your comment is quickly recognized and receives the attention it deserves, we ask that you please follow the guidelines set out on the previous pages. In doing so, you can ensure that we have the information readily available to appropriately address your comments.

J. Michael Joyal, Jr.

City Manager

Service Request/ Suggestion Form

Please complete the form below. Your name, address, email and telephone number are optional but are required if you expect to receive a response from the City.

You may also contact us via telephone at (603) 516-6000 from 8 a.m. - 4 p.m.
The Police Department can be contacted via
telephone at (603) 742-4646 for non-emergencies (911 for emergencies).

***You must fill in your name, address, and phone number. Anonymous complaints will not be acted upon. Complainant will be contact prior to any action is taken. ***

Submit a Request

Name:	<input type="text"/>
Address_1:	<input type="text" value="Street Address or PO Box"/>
Address_2:	<input type="text"/>
City:	<input type="text" value="Dover"/>
State:	<input type="text" value="NH"/>
Zip:	<input type="text" value="03820"/>
Phone:	<input type="text"/>
E-mail:	<input type="text" value="Please Enter Your E-Mail Address"/>
Follow Up:	<input type="text" value="No Followup"/>
Type of Request:	<input type="text" value="Animal Control Issue"/>
Notes:	<input type="text" value="Let us know how we can help y"/>

Submit
