

DEPARTMENTS & OFFICES

The following are the main providers of our services to the public and businesses. They will willingly respond to customer comments concerning the specific services they deliver.

Community Services: 516-6450

Environmental Projects	516-6073
Facilities & Grounds Maintenance	516-6480
Fleet Services	516-6450
Engineering	516-6450
Streets/Utility Maintenance	516-6450
Solid Waste and Recycling	516-6073
Wastewater Treatment	516-6475

Finance: 516-6030

Finance & Purchasing	516-6030
Tax Assessing	516-6014
City Clerk Tax Collection	516-6018
Utility Billing	516-6028

Executive: 516-6023

Economic Development	516-6043
Office of Human Resources	516-6869
Information Technology	516-6099
Office of the City Manager	516-6023
Office of the City Attorney	516-6520

Fire and Rescue: (Non-Emergency) 742-4646

Administration	516-6148
Inspection Services	516-6038

Planning & Community Development: 516-6008

Planning	516-6008
Community Development	516-6034

Police: (Non-Emergency) 742-4646

Public Library: 516-6050

Public Welfare: 516-6500

Recreation: 516-6401

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 above, 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.



Office of the City Manager
Municipal Building
288 Central Avenue
Dover, NH 03820-4198

DoverNet Website:

www.dover.nh.gov

E-mail:

dover@dover.nh.gov

Phone (603) 516-6023

Fax (603) 516-6049

One of the ways in which we will continue to improve our local government services is by listening and responding to your comments. We would also welcome any comments or suggestions you have on our complaints procedure to make sure it works as efficiently and as effectively as possible. These comments or suggestions can also be directed to the Office of the City Manager.

A CITIZEN'S GUIDE FOR COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Your Comments
Wanted!



The City of Dover
New Hampshire

YOUR COMMENTS 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 Councillor.

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 the 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 visit the City's DoverNet website at <http://www.dover.nh.gov> and complete the 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 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.