

CENTRAL SQUARE NEIGHBORHOOD COALITION

P.O. Box 391294 Cambridge, Massachusetts 02139 (617) 497-5518

2.

February 6, 1994

TO THE HONORABLE CITY COUNCIL:

On behalf of the Central Square Neighborhood Coalition board of directors, I urge you to pass an order requesting that city departments and agencies respond promptly, thoroughly and courteously to all citizen inquiries and complaints.

During the past few months, the CSNC has heard much anecdotal testimony about citizens' efforts to obtain information, lodge complaints or resolve disputes through official city channels. Many residents are frustrated because they either have not been able to reach an informed city representative who can deal with their problems or they have been told summarily that no problem exists when they know otherwise. Some residents tell of unanswered phone calls and unacknowledged and unanswered letters to city departments. We feel that "no response" is an unacceptable response to a citizen's complaint.

In order to document these complaints, the CSNC has created a complaint tracking survey form for residents and other users of city services. This form was mailed to our membership in our most recent newsletter and will also be available at various public locations. We hope to use these surveys to identify problem areas. Once we have compiled the results, we will present the data to the City Manager and the appropriate department heads to attempt to remedy the situation.

We would appreciate your help and support in resolving this matter.

Respectfully submitted,



Vici Casana
CSNC Director

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1994 FEB -7 AM 10:57
CAMBRIDGE MA.

Consent Communicaiton #2

S-56

Comm. received from Central Sq. Neighborhood Coalition re: an order that the City departments and agencies respond promptly, thoroughlky and courteously to all citizen inquiries and complaints.

IN City Council February 14, 1994

Placed on file