

DEPARTMENTS & OFFICES

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

Development Services:

Planning	692-9519
Building/Code Services	692-9520
Recreations Programs	692-9508
Assessing/Property Values	692-9520

Finance & Administration:

Finance & Purchasing	692-9504
Tax Collection/Auto Registration	692-9555
Utility Billing	692-9523
Office of the City Clerk	692-9511
Welfare	692-9509

Public Library: 692-4587

Fire & Rescue (business): 692-3457
Emergency 911

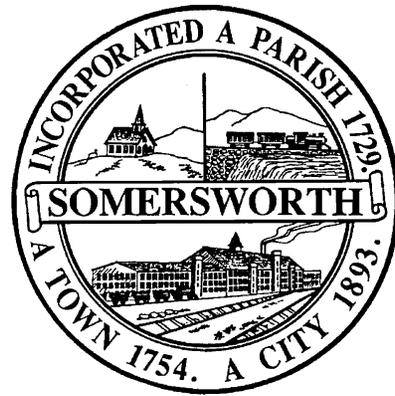
Police Department (business): 692-3131
Emergency 911

Public Works & Utilities

City Engineer	692-4266
Water Clerk	692-9523
Public Works/Utility Maintenance	692-4266
Solid Waste and Recycling	692-4266
Water Treatment Facility	692-2268
Wastewater Treatment Facility	692-2418

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 at 692-9503.

Your feedback is truly important to us and we wish to give you every opportunity to have them addressed. To ensure that your feedback receives proper attention, we ask that you follow the guidelines set out on the previous pages. Thank you for your feedback.



Office of the City Manager
City of Somersworth
One Government Way
Somersworth, NH 03878.

Check us out on our
website at
www.somersworth.com



Or email us at
bbreda@@somersworth.com

Ph. (603) 692-4262
phone tree to all departments

**City of Somersworth
New Hampshire**

**YOUR FEEDBACK IS
REQUESTED!**

**A Citizen's Guide for
Comments and Suggestions**

February
2014

YOUR FEEDBACK 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.

Your comments are 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 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 Somersworth, 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.

If you do not have the specific contact information for a certain service or department, please feel free to get in touch



with 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 can deal with discretely, by phone, fax, letter or e-mail.

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 or to consider.
4. Your full postal address, phone number and/or 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.

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.