

## Complaint Report Log – Maintenance Log

LGIT has developed a Complaint Report Log to document citizen complaints and a Public Works Maintenance Log to document all maintenance activities, including the response to citizen complaints and regular and ongoing maintenance functions. Logs are excellent tools for preserving information and are essential in defending claims asserted against LGIT's Members.

The logs can be found on LGIT's website.

### COMPLAINT LOGS

Each Member should identify one person as the point of contact to record all complaints.

Complaint logs

- Create a record
- Document complaints from citizens either by phone or in person
- Record maintenance work to be completed.
- Record when work was completed and by whom.
- Assist in tracking complaints
- Document complaint resolution

Logs can be maintained on a single sheet of paper or on a computer data base.

Include key information, i.e., date, location, and name/title of person making the complaint.

If you have a claims question, contact the LGIT claim staff representative responsible for your jurisdiction. If that person is not available please ask for another person to assist you.

## **MAINTENANCE LOGS**

### Maintenance logs

- Create a record
- Document identified maintenance activities
- Record the maintenance work to be completed.
- Record when work was done and by whom.
- Assist in tracking maintenance functions
- Document maintenance resolution

Maintenance logs should be "maintained" by individual divisions. The logs should include the work to be performed, the location of the work, names of all crew members who performed the work, the actual work and the date that it was completed. For instance, if a road crew is repairing potholes, the maintenance log should include the name of the street and address closest to the potholes; the names of all crew members (were there flaggers, if so who); the date(s) the work was completed. Sometimes it is helpful to include what materials were used to perform the work.

Tracking and locating maintenance information is easy and effective when it logged.