



CONSTITUENT REQUESTS ADDRESSED TO CITY COUNCIL

PURPOSE

The purpose of this policy is to establish standard operating procedures to handle constituent requests and concerns received by the Mayor and Council offices and by members of the City Council.

POLICY

The Mayor and Council may receive requests or complaints from constituents directly by phone, in person, by email, or in writing. This policy aims to streamline communication and ensure excellent constituent service to residents, businesses, and other stakeholders.

This policy is intended to cover requests and inquiries from City labor unions and entities (for profit and nonprofit) that conduct or seek to conduct business with the City and entities that receive/seek support from the City in the form of grants or other contributions. Under this policy, requests and inquiries from these entities shall be considered constituent matters.

PROCEDURE

1. Constituent Requests for Service
 - a) Councilmembers should strive to refer constituents to the City's official service request system, where they can submit their City service requests directly.
 - b) Councilmembers may also refer constituent inquiries and requests to the City Manager or other staff as designated by the City Manager.
2. Constituent Operational and Policy Interpretation Questions
 - a) Councilmembers shall refer operational and policy interpretation questions on specific matters to the City Manager or the appropriate staff member as designated by the City Manager.
 - b) Councilmembers shall refrain from interpreting City policy and suggesting solutions to operational matters to constituents or City staff (with the exception of the City Manager, City Attorney, or other City elected officials).
 - c) Councilmembers should not attempt to serve as a proxy for policy or operational matters raised by a constituent. This includes requesting generic information from City staff and/or conducting research independent of City staff and attempting



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to answer or resolve operational or policy matters raised by constituents.

3. Constituent Legal Inquiries

- a) Councilmembers shall refer legal matters received from constituents to the City Attorney, or the appropriate staff member as designated by the City Attorney.
- b) Councilmembers should refrain from interpreting legal matters.

Reference:

Policy and Procedure 007 (April 1992)

Council Policy 007 Updated (January 30, 2024)

RESOLUTION NO. 24-9302

**A RESOLUTION OF THE CITY OF SANTA CLARA, CALIFORNIA,
AMENDING COUNCIL POLICY 007 ENTITLED “CONSTITUENT
REQUESTS ADDRESSED TO CITY COUNCIL”**

WHEREAS, Council Policy 007, entitled “Constituent Requested Addressed to City Council,” provides a general framework for the handling of constituent requests;

WHEREAS, the amended Council Policy 007, entitled “Constituent Requests Addressed to City Council,” provides general guidance on the process for addressing different citizen complaints;

WHEREAS, the amended policy is intended to cover requests and inquiries from City labor unions and entities (for profit and nonprofit) that conduct or seek to conduct business with the City and entities that receive/seek support from the City in the form of grants or other contributions; and

WHEREAS, the amended policy includes guidance on the process for addressing constituent requests for service, operational and policy interpretation questions, and legal inquiries.

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NOW THEREFORE, BE IT RESOLVED BY THE CITY OF SANTA CLARA AS FOLLOWS:

1. That Policy and Procedure 007 entitled "Citizen Complaints Addressed to the City Council", is amended to Council Policy 007 entitled "Constituent Requests Addressed to City Council," attached here as Attachment 1, is hereby approved and adopted.
2. Effective date. This resolution shall become effective immediately.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE COPY OF A RESOLUTION PASSED AND ADOPTED BY THE CITY OF SANTA CLARA, CALIFORNIA, AT A REGULAR MEETING THEREOF HELD ON THE 30TH DAY OF JANUARY, 2024, BY THE FOLLOWING VOTE:

AYES:	COUNCILORS:	Becker, Chahal, Hardy, Jain, Park, and Watanabe, and Mayor Gillmor
NOES:	COUNCILORS:	None
ABSENT:	COUNCILORS:	None
ABSTAINED:	COUNCILORS:	None

ATTEST: 
NORA PIMENTEL, MMC
ASSISTANT CITY CLERK
CITY OF SANTA CLARA

Attachments incorporated by reference:

1. Council Policy 007 entitled "Constituent Requests Addressed to City Council"