

**DELAWARE COUNTY SECONDARY ROAD DEPARTMENT  
POLICY AND PROCEDURE MEMORANDUM**

SUBJECT: Complaints/Work Orders

All complaints received will be referred to the Engineer or Foreman in a written manner. As much detail as possible will be obtained regarding the problem and location. If the problem is an emergency, it will be referred to the Foreman, and the written memo retained for filing.

If the complaint involves an employee's performance, ask the complainant to identify the person and/or the vehicle number.

It is imperative to document all maintenance work ordered and performed due to liability and insurance procedures if accidents could result. Work orders should be signed and dated by the person who remedies the problem and returned to the office for proper filing.

APPROVED: \_\_\_\_\_  
Bill Skinner, Chairman  
Board of Supervisors

\_\_\_\_\_  
Mark J. Nahra, County Engineer