TOWN OF MARLBORO, VERMONT

Resident Complaint and Employee Protection Policy

Adopted by Select Board: YES

Effective Date: 11/12/2026

1. Purpose

The Town of Marlboro is committed to maintaining a safe, respectful, and professional environment for all Town employees, elected officials, and residents.

The purpose of this policy is to establish a clear procedure for residents to communicate complaints or concerns regarding Town employees, services, operations, or decisions while protecting Town personnel from harassment, intimidation, verbal abuse, and threatening behavior.

2. Respectful Conduct

Residents have the right to ask questions, express concerns, disagree with decisions, and submit complaints regarding Town operations.

However, harassment, verbal abuse, intimidation, threats, or other aggressive behavior directed toward Town employees or elected officials will not be tolerated.

All individuals are expected to communicate respectfully, regardless of disagreements or the nature of their concerns.

3. Resident Complaint Procedure

All complaints or concerns regarding Town employees, Town operations, policies, or decisions are to be brought directly to the Select Board.

Residents should not confront, harass, or interfere with individual employees while they are performing their assigned duties.

Complaints may be submitted through the Town Administrator, who will forward them to all three Select Board members for review and appropriate follow-up.

The Select Board will determine what action, if any, is warranted.

4. Protection of Town Employees

Town employees have the right to perform their assigned duties without being subjected to harassment, intimidation, threats, or verbal abuse.

If an employee encounters abusive or threatening behavior while performing their duties, the employee may:

- Politely end the conversation or interaction.
- Direct the individual to contact the Select Board with their concerns.
- Request that the individual leave the immediate work area when necessary for safety.
- Report the incident to the Town Administrator or Select Board.
- Contact law enforcement immediately if the situation involves threats, violence, or an immediate safety concern.

Employees are not expected to remain in situations where they reasonably believe their personal safety is at risk.

5. Highway Department and Field Employees

Special consideration must be given to Town employees working on public roads, at the Highway Garage, or at other Town facilities.

Confronting employees while they are operating equipment, performing road maintenance, or carrying out other duties may create significant safety hazards.

Residents must not obstruct Town vehicles, interfere with work activities, or distract employees operating machinery.

Concerns regarding road conditions, maintenance priorities, employee conduct, or Highway Department operations should be directed to the Select Board rather than raised through confrontations with Highway Department personnel.

6. Select Board Meetings and Public Participation

Residents are welcome to attend any and all Select Board meetings to raise questions, share concerns, or hear discussions regarding Town operations.

Select Board meetings provide an appropriate public forum for residents to communicate directly with the Board.

Public participation shall follow established meeting procedures, and all participants are expected to conduct themselves respectfully.

Individual personnel matters or confidential information may require a different review process consistent with applicable Vermont law.

7. Reporting and Responding to Incidents

Employees who experience harassment, intimidation, verbal abuse, or threatening behavior should report the incident to the Select Board < MarlboroSelectBoard@gmail.com >as soon as reasonably possible.

Reports should include the date, time, location, description of the incident, and any witnesses, when available.

The Select Board will review reported incidents and determine appropriate action based on the circumstances.

Serious threats, violence, or other potentially criminal conduct may be referred to law enforcement.

8. Policy Administration

The Select Board is responsible for administering this policy and reviewing complaints involving Town operations or personnel within its authority.

Nothing in this policy is intended to restrict lawful public comment, the right to petition to the Town government, or any other rights protected by applicable law.

The Town of Marlboro encourages open communication and constructive feedback while maintaining the expectation that all individuals will be treated with dignity and respect.

Adopted by the Town of Marlboro Select Board

Date: 11/12/26

Select Board Signatures:

Molly Welch – Chair Molly Welch

Jeff Skramsatad - Vice Chair

Kate Kirkwood – Member