

**DETROIT CHARTER REVISION COMMISSION**

**PROPOSAL/ISSUE REVIEW SUMMARY**

**ISSUE NUMBER:** GOS 76

**ISSUE CATEGORY:** Government Operations & Structure

**SOURCE:** Gwinette W. Crownley

**RELATED CHARTER SECTIONS:** Art. 4, Ch. 1 (City Council)

Letter dated November 15, 2010

**RELEVANT ORDINANCE SECTION:**

**RELEVANT LAW(S):**

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**ISSUE/PROPOSAL STATEMENT:**

Charter needs to address Council members' responsibility to respond in a timely manner to resident complaints.

**RATIONALE:** "Also, when residents contact Council members with legitimate concerns that are within their purview, the Charter needs to address the member's responsibility to respond in a timely manner. If it is not something within the member's scope, the complainant needs to be informed immediately. By doing so the resident/complainant will have a better understanding of government roles and responsibilities. Often times people are mixed-up as to what various authorities can and cannot do. With residents having a better understanding, there might be better outcomes all around."—*Gwinette Crwonley, Letter dated November 15, 2010.*

**ANALYSIS:**

**DISPOSITION/COMMISION ACTION:**

**NOTES:**