



# *Melrose-Wakefield-Saugus Veteran Services*

## *Procedures*

### **Community Complaints**

This goal of this procedure is to outline how residents of the Melrose-Wakefield-Saugus communities can send and receive comments on issues and concerns they may have with the Veteran Services Department in each community. This is an important mechanism as it provides residents a chance to provide constrictive criticism, resolve issues and improve the overall operation of district service and benefit delivery.

- 1.) All local complaints should be directed to District Director Ryan McLane. Contact information includes *office phone: 781-979-4186, cell phone: 508-561-2797* and email: [rmclane@cityofmelrose.org](mailto:rmclane@cityofmelrose.org). Please provide the following:
  - a. Contact information for response (name, phone/email, and address)
  - b. Reason for complaint submission
  - c. Best way to contact the complainant
  - d. Suggestions for district improvement

Please note that we try to return all phone/email inquiries within 24-hours. We work hard to maintain this goal and will make every effort to answer your benefit questions as soon as possible. Although each office in the district is staffed every hour that city/town hall is open, we do conduct outreach in the community and are not always available for immediate assistance in the office setting. ***For best results, please make an appointment or try to contact us through several means – phone, email and Twitter.***

For complaints at the state level, please contact the following: Phone: 617-210-5480, E-mail: [Mdvs@vet.state.ma.us](mailto:Mdvs@vet.state.ma.us), or Web site: <http://www.mass.gov/veterans/benefits-and-services/input-form.html>