

Town of Amherst



Selectmen's Handbook of Town Policies

Town of Amherst Code of Conduct

Be it Resolved that the town of Amherst is committed to serving its citizens effectively and providing those services with common courtesy and high ethical standards. We believe that all citizens should expect to be treated politely, respectfully, and with fairness.

To these ends, all persons representing the Town of Amherst, whether paid or volunteer, appointed or elected, shall follow these rules of conduct when dealing with the public or colleagues.

- All persons shall use good manners and common courtesy when acting as a representative of the town. When citizens come to them with a question or comment they will listen carefully to the issue before responding or taking action.
- All inquiries from the public shall be answered as soon as is practical. If a representative does not have the information requested, he* should take the action necessary to acquire the information or provide the inquirer with the name and number of the person who can assist in answering the question.
- If a citizen's or co-worker's query cannot be answered immediately, or some action taken to resolve the issue within a reasonable amount of time, the issue should be brought to the attention of the department manager or the Board of Selectmen.
- All information given to the public or colleague should be true and accurate, to the best of all representative's ability.
- All municipal officials, employees and agents shall give each and every person fair and equal treatment. Town rules, ordinances, and procedures shall be carried out and enforced in a fair and consistent manner. No official, employee or agent shall give any person special consideration, advantage or favor.
- No representative shall benefit personally from his decisions or actions.
- Profane/inappropriate language shall not be used under any circumstances.
- Members of town boards should be aware that they are only one member of their respective board, and that unless delegated to them by the board, decisions can only be made by the board as a whole. The member shall abide by all decisions made by that board.

* The use of "he" or any other pronoun is to be considered a neutral term not designating a particular gender but not applicable to all persons in general.

- Board and commission members and employees shall uphold the intent of non-public sessions, with respect the privileged communications that exist in those sessions.

Any person who feels that a representative of the town has failed to comply with these rules, may present a written complaint to the Board of Selectmen. Upon receipt of the complaint, the Board will investigate the matter completely. At this time the representative in question will be given ample opportunity to explain his position.

Notice to our Citizens

In an effort to create an atmosphere of respect for all, the Board of Selectmen urges all citizens to give the same level of courtesy outlined here to all representatives of the town.

Implementation

To facilitate conduct in accordance with this resolution, a copy of this resolution shall be made available to town officials, employees, volunteers, boards and commissions, and to new representatives of the town upon hiring, appointment or election to office.

The Board of Selectmen

Steven Desmarais, Chairman
Robert Heaton, Vice Chairman
Maryelizabeth Crocker
William Overholt
Marilyn Peterman