



Town of Lancaster
Office of the Board of Selectmen
701 Main Street, Suite 1
Lancaster, MA 01523

Jason A. Allison, Chairman
Jay M. Moody, Clerk
Alexandra W. Turner, Member

Orlando Pacheco, Town Administrator
Kathleen A. Rocco, Executive Assistant

COMPLAINT AND COMPLIMENTS POLICY

We welcome your feedback. If you have any positive comments, questions or concerns about our services, programs, policies or procedures or the manner in which a Town employee treated you, we ask that you fill out the Official Feedback Form, which you can find in the “Forms and Documents” link at the bottom of the Town’s website. Please email the completed form to: opacheco@lancasterma.net

Alternatively, we would be glad to email you the form if you contact Town Administrator Orlando Pacheco at opacheco@lancasterma.net

PLEASE NOTE: Please do not use the Official Feedback Form to file complaints with the Building (Inspectional Services) Department or Police Department. You can find information about filing complaints with the Police Department at <https://www.ci.lancaster.ma.us/police-department> and with the Building Department at <https://www.ci.lancaster.ma.us/inspectional-services-department>

The Town pledges to review all feedback and to thoroughly and impartially investigate all complaints. Although we strive to complete all investigations expeditiously, more complex allegations will require more time.

We will contact you to let you know the results of our investigation. However, please recognize that there may be statutory restrictions on the amount or type of information we can share with you regarding the resolution of your complaint.