

CITY OF DOTHAN, ALABAMA
CITY COMMISSION POLICY - NO. 13

CLAIMS

I. PURPOSE

To establish a policy for the processing of all claims filed against the City of Dothan to insure that the intent of those citizens who have legitimate claims, as well as the interest of the City, is protected at all times.

II. POLICY

- A. It shall be the policy of the City to be responsible for payment of claims for which it has legal liability.
- B. Claims will be processed expediently and effectively in order to promote good relationships with claimants.
- C. Immediate reporting of incidents is critical to reducing losses. To insure that all the facts surrounding a potential claim are obtained, it will be the responsibility of each Department Head to report immediately to the General Services Department, all incidents, which may result in a claim against the City.
- D. It shall be the responsibility of the claimant to provide all necessary information to establish documented proof of loss, including but not limited to, witness statements, copies of bills, three written estimates, if available.
Note: Exceptions to the written estimates will be granted on a case by case basis by the City Attorney.

III. PROCEDURE

- A. Claims will be filed in the City Clerk's Office as required by State law. The City Clerk shall verify that proper proof of loss accompanies each claim. If proper documentation is not submitted with each claim, the City Clerk shall notify the claimant and advise them to provide the documentation. The City Clerk will forward a copy of the claim to the City Attorney and General Services Department.
- B. Upon receipt of the claim, the City Attorney shall assign a claim number to the claim. The claim number will be forwarded to the General Services Department.

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- C. The General Services Department will conduct an investigation of the claim and make a written report of the findings to the City Attorney.
- D. Upon receipt of the General Services Department's findings, the City Attorney and the General Services Director shall, jointly, recommend payment or denial of all claims up to \$5,000 to the City Manager who shall have the authority to approve claims up to this amount. The City Manager will make quarterly reports to the City Commission regarding the status of claims against the City of Dothan.
- E. If the City Manager denies a claim, the claimant shall have the right to appeal the decision to the City Commission.
- F. All claims over \$5,000 shall be submitted to the City Commission in a regular scheduled meeting for its approval or denial of the claim.
- G. The City Attorney shall submit all claims approved for payment to the Accounting Division with the appropriate claim number for payment.
- H. The Finance Department will provide the payment document to the General Services Department who will record the necessary payment information into the Risk Management Information System by claim number.
- I. The City Attorney shall inform the claimant in writing of the decision for payment or denial of the claim. If approved for payment the claimant will be required to sign a release for upon payment of the claim. If denied a letter so stating will be forwarded to the claimant.
- J. The City Attorney shall forward a copy of the letter of denial or release for payment to the City Clerk and General Services Department for closure of the claim.
- K. The General Services Director shall provide quarterly reports to the City Manager regarding the status of claims against the City of Dothan.
- L. Annually, at fiscal year end, the City Attorney shall provide the General Services Department and the external auditor a listing of all open claims (by claim number) and an evaluation of the estimated liability of each claim.

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IV. RESERVATION OF AUTHORITY

The City Commission reserves the authority to amend, modify or change this policy.

V. APPROVAL AND EFFECTIVE DATE

This policy is adopted and approved in Regular Session of the City Commission on this _____ day of _____, _____.

RECOMMENDED BY:

CITY MANAGER

APPROVED BY:

MAYOR

COMMISSIONER

COMMISSIONER

COMMISSIONER

ATTEST BY:

CITY CLERK

COMMISSIONER

COMMISSIONER

COMMISSIONER