

Involving the Public

Tool Kit Guidance



What's Happening?

- Progress reports
- Press releases
- Submitted for Commerce review prior to publishing
- Groundbreaking or ribbon cutting ceremonies, open house tours
- Newsletters or mailings
- Local government/district website, social media

Project Signs



Dealing with Complaints

- Have conversations among the local government, consultants and contractor(s) to develop a plan or process for complaints.
- Keep written records of the who, what, when and where relative to the complaint.
- Resolve the complaint as soon as possible and record how it was resolved.



Questions?

See: [commerce.mt.gov/infrastructure-planning.](http://commerce.mt.gov/infrastructure-planning)

Call: 406-841-2270

Email: doccdd@mt.gov

All photos were provided by the
Montana Department of Commerce.

