



City of Lawrence

CITY MANAGERS OFFICE
RISK MANAGEMENT DIVISION

CLAIMS PROCESS

All claims against the City of Lawrence are handled by the Risk Management Division within the Administrative Services Department. Claims for damages to or for loss or destruction of property or for personal injury must be submitted in writing as required by Kansas Statute under the Kansas Tort Claims Act (K.S.A.. 12-105b). Claims should be submitted on a City of Lawrence Claim form along with any relevant information pertaining to the claim allegations. Claims must include specific information such as the date, time, and location of the alleged event. In some instances the claimant may wish to, or be asked to, provide estimates or invoices for repair, pictures, or other documentation as deemed appropriate.

Risk Management will initiate an investigation of the allegations which may involve verifying the facts and circumstances alleged, contacting the involved City Department, and researching related issues. All claims will be reviewed according to applicable laws and codes. Acceptance or acknowledgement of a claim does not constitute payment of a claim.

Upon completion of the investigation and determination, Risk Management will contact the claimant to advise of the outcome of the determination either by telephone or letter. Under the Kansas Tort Claims Act, the City has up to 120 days to review and make a determination, and a claim is deemed denied if no action is taken within 120 days. **Most claims can be reviewed and a determination reached in far less than 120 days**; however, the length of time to complete a claim review will vary based upon the complexity and circumstances of the allegation.

Claim forms may be requested from the Risk Management Division either by telephone, email, or in person.

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