

Policy Number: 4.15.0

Title: Public Complaint Policy

Introduction:

This policy has been developed to establish the procedures for the review and action regarding public complaints.

Ends:

1. A person who wishes to file a complaint about a District policy or procedure, a service, or a staff member's conduct should submit a complaint in writing to the General Manager or Board President. Complaints about Board policy should be sent to the General Manager. The written complaint should include date of the complaint; the name, address, and telephone number of the individual making the complaint; and a detailed discussion of the issue. If the complaint deals with a specific incident, it should also include the date of the incident. The General Manager will investigate the complaint and respond in writing within ten working days of receipt of the complaint.
2. Complaints regarding the General Manager shall be directed to the Board President. Complaints regarding the Board President shall be directed to any other member of the Board.
3. The General Manager shall have the discretion of notifying the Board regarding complaints received against employees.
4. If the complaint is not resolved to the individual's satisfaction, the individual may request that the issue be brought before the Board of Directors. Requests for Board consideration must be in writing and be presented no longer than 90 days after the decision by the General Manager. The issue will be placed on the agenda of the next board meeting, unless the request is received by the board secretary (General Manager) eight (8) or fewer working days before the meeting. In that case, it will be placed on the agenda of the following month's meeting.
5. The issue will be discussed at a meeting of the Board of Directors. If appropriate, the discussion will be held in closed session. If the Board finds that it has ample information to make a decision, the Board will render a decision at that time. Summaries of all discussion in open session at District board meetings will be recorded in the minutes as part of the public record. Board minutes are open to the public after they have been approved by the Board of Directors.
6. The Board may determine that additional information, testimony, or expert advice is needed to render a fair decision. In that case, the Board may choose to postpone the decision to the following meeting or to hold a special meeting of the Board of Directors for the express purpose of handling the complaint. In the event a special meeting is called, all rules and requirements for a special meeting will be followed including legal public notice. All efforts will be made to hear the complaint and to render a decision in a timely manner. The final decision will be rendered within 90 days after the complaint to the Board is received by the Board secretary, if at all possible.
7. The decision of the Board of Directors is final.

The District will maintain an accurate record of the action taken at each level of the complaint process

Responsibility:

The Board of Directors and the General Manager shall be responsible for the implementation of this policy.

Adopted: 3/12/04

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