

105 COMPLAINTS

105.1 Purpose

The Board of Directors desires that public and policy complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical, systematic, and timely. This policy is not intended to prohibit or deter a member of the community or staff member from appearing before the Board to verbally present a statement in regard to actions of the Board, issues regarding District programs and services, or issues pending before the Board.

105.2 Definitions

- A. Complaint: A complaint is an allegation by a member of the public that he or she has been adversely affected by the misinterpretation or misapplication of a District ordinance, policy, or other District action.

105.3 Method of Resolution

The method of resolving complaints shall be as follows:

- A. The Admin/Finance Manager or General Manager will direct the individual with a complaint to the appropriate staff person for discussion.
- B. If the individual registering the complaint is not satisfied with the disposition of the complaint by staff, the complaint will be forwarded to the General Manager. Within a reasonable time, the General Manager shall meet with the person filing the complaint to resolve the matter. At the option of the General Manager, he/she may conduct interviews and/or review written documentation in reviewing the allegations of the complaint. The General Manager shall record his or her decision in writing, providing a copy to the individual registering the complaint.
- C. If the individual filing the complaint is not satisfied with the disposition of the matter by the General Manager, a written complaint may be filed with the Board of Directors within ten (10) days of receiving the General Manager's decision. The Board may consider the matter at the next regular meeting, or call a special meeting. In making the final decision, the Board may request oral testimony and/or review written documentation. The Board's decision shall be memorialized in writing with a copy provided to the individual registering the complaint. All decisions of the Board of Directors are final.