

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

Category:	Communications & Technology	Policy # 2011-02
Title:	Public Complaints	

PURPOSE

The Rancho Murieta Community Services District's Board of Directors desires that public complaints be resolved at the lowest possible administrative level and that the method for resolution of complaints be logical and systematic.

BASIC POLICY AND GUIDELINES

A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District operations, policy, ordinance, code, state or federal statute of which the individual has been adversely affected.

Method of Resolution

The individual with a complaint ("complainant") shall first be directed to the department supervisor to discuss the matter with the objective of resolving the matter informally.

If the complainant is not satisfied with the disposition of the complaint by the department supervisor, the department supervisor shall refer the complainant to the department manager with the objective of resolving the matter informally.

If the complainant is not satisfied with the disposition of the complaint by the department manager, the department manager shall refer the complainant to the General Manager. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The General Manager may memorialize his/her decision in writing, with the complainant being provided a copy; otherwise the resolution or decision of the General Manager will take effect immediately after conferring with the complainant.

If the complainant is not satisfied with the disposition of the matter by the General Manager, he/she may request consideration by the Board of Directors by filing said request in writing within ten (10) days of receiving the General Manager's decision. The Board may consider the matter at its next regular Board meeting or call a Special Meeting. In making a decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The Board's final decision shall be memorialized in writing with the complainant being provided a copy.

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 testimony, complaint, or statement in regard to action of the Board, District programs and services, or impending considerations of the Board.

Approved by Rancho Murieta Community Services District's Board of Directors	June 15, 2011
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