

LIVERMORE AREA RECREATION AND PARK DISTRICT BOARD POLICY MANUAL

POLICY TITLE: Public Complaints
POLICY NUMBER: 1020

1. The Board of Directors desires that public complaints be resolved at the appropriate administrative level, and that the method for resolution of complaints be logical and systematic.
2. The method of resolving complaints shall be as follows:
 - a. The individual with a complaint shall first discuss the matter with the appropriate responsible employee with the objective of resolving the matter informally.
 - b. If the individual registering the complaint is not satisfied with the disposition of the complaint by the responsible employee, the complaint may be filed with the General Manager. Within a reasonable time, the General Manager shall contact the person filing the complaint to resolve the matter. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. A written decision from the General Manager may be requested by the individual filing 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 Chair of the Board of Directors within ten (10) days of receiving the General Manager's decision. The Chair may direct consideration of the matter at the next regular meeting, or call a special meeting, or refer the matter to a committee for review and recommendation. The Board will expeditiously resolve the matter. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. A written decision from the Chair may be requested by the individual filing the complaint.
3. This policy in no way prohibits or is intended to deter a member of the community or staff member from appearing before the Board to present verbally a testimony, complaint, or statement in regard to actions of the Board, District programs or services, or impending considerations of the Board.