

COUNTY OF SHASTA		Number
ADMINISTRATIVE MANUAL		1-116
SECTION:	General Administration	Procedures for Responding to Complaints From Members of the Public
INITIAL ISSUE DATE:	March 14, 1995	
LATEST REVISION DATE:	July 13, 2012	
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PURPOSE

To provide procedures to be followed when the Board of Supervisors receives a written complaint from the public.

POLICY

It is the policy of the Shasta County Board of Supervisors that all County officers and employees should provide prompt, efficient and courteous service to the public.

PROCEDURES

The following sets forth the procedures to be followed when a written complaint is received by the Board of Supervisors:

1. Distribution of Complaint
 - (a) When a written complaint is received by the Clerk, it will be “date stamped” but will not be listed as a communication item since complaints generally deal with personnel issues. The term “Clerk,” as used in this policy, refers to the Chief Deputy Clerk of the Board of Supervisors or his or her designee(s).
 - (b) A copy of the complaint will be sent to the affected department head(s), under confidential cover, with direction that the matter be investigated.
 - (c) If the complaint threatens legal action, a copy of it will be forwarded to County Counsel.
 - (d) If the complaint relates to access to County buildings, facilities, services, programs, or activities by persons with disabilities, a copy of the complaint shall be forwarded to the County’s ADA Coordinator and the County Counsel.
 - (e) Copies of the complaint will also be forwarded to the County Executive Officer/Clerk of the Board and the Board of Supervisors with a notation that the complaint has been forwarded to the appropriate department head(s) for investigation and response.

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(f) The Clerk will place the original copy of the complaint in a “confidential” complaint file along with a notice as to when the response is expected.

2. Investigation

- (a) If the complaint relates to access to County buildings, facilities, programs, services, or activities, the complaint shall be addressed in accordance with Administrative Policy [1-117](#), *Rights of Persons With Disabilities; Complaint Procedures*.
- (b) If the complaint relates to an issue not involving the rights of persons with disabilities, the head of the department(s) against which the complaint has been made will investigate the complaint and provide a written response to the complainant within ten (10) days of receipt of the complaint, with a copy to the Clerk.

3. Distribution of Responses

- (a) A copy of the response(s) will be forwarded under confidential cover to the County Executive Officer/Clerk of the Board and the Clerk.
- (b) The Clerk will provide a copy of the response(s) to the County Executive Officer/Clerk of the Board and to the Board of Supervisors and attach a copy of the original complaint.
- (c) It will be the responsibility of the Clerk to follow up as necessary when responses are not received in the required time.

4. Access to File

The Grand Jury is authorized to have access to the file containing the complaints and the responses. Other access to the file is subject to the provisions of the Public Records Act (Government Code section 6250, *et seq.*).

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RESPONSIBLE DEPARTMENTS

County Administrative Office/Clerk of the Board
County Counsel
Support Services

REFERENCES

Administrative Update--07/13/2012
BOS Policy Resolution No. 2005-3--5/24/05
BOS Policy Resolution No. 95-4--3/14/95