

Southern Inyo Fire Protection District Policy Handbook

POLICY TITLE: Public Complaints

POLICY NUMBER: 1030

APPROVAL DATE: 11/18/08

1030.1 The 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.

1030.2 A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state, or federal statute ~~by~~ which the individual has been adversely affected.

1030.3 The method of resolving complaints shall be as follows:

1030.3.1 The individual with a complaint shall first discuss the matter with the District Administrator ~~General Manager~~ with the objective of resolving the matter informally. If DA cannot address the complaint it will be forwarded to the Fire Chief or directly to the Board if appropriate.

1030.3.2 If the individual registering the complaint is not satisfied with the disposition of the matter by the District Administrator or Chief ~~General Manager~~, a written complaint may be filed with the Board of Directors within ten (10) days of receiving the District Administrator or Chief ~~General Manager~~'s decision. The Board may consider the matter at the next regular meeting, or call a special meeting. 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.
The individual filing the complaint may request a written decision from the Board.

1030.4 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 actions of the Board, District programs and services, or impending considerations of the Board.