

Subject:	COMPLAINTS CONCERNING STAFF OR PROGRAMS
Section:	PPG# 3400.1
Chapter:	Community Relations
Effective Date:	7/1/98

1.0 POLICY

- 1.1** Most complaints can be resolved by informal discussions between the citizen and staff member. Should the matter not be resolved, the chief shall attempt to resolve the issue through a conference with the parties involved.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

1. If the problem is not satisfactorily resolved, the grievant should file a written complaint, which describes the problem, and a suggested solution.
2. The other party shall respond to the chief in writing or in person.
3. The chief shall then attempt to resolve the matter through a conference with the parties involved.
4. If the matter is still not resolved, the chief shall present the issue to the board. If the complaint is against a staff member, the complaint shall be handled in executive session in the presence of the staff member. The board shall attempt to make a final resolution of the matter. Any formal actions by the board must take place at an open meeting. If such action may adversely affect the staff member's status with the department, the board shall give written notice to the staff member of his/ her rights to a hearing. The board's decision shall be final.