

CARMICHAEL WATER DISTRICT

Regulations Manual

REGULATION TITLE: **Public Complaints**

REGULATION NUMBER: **1000**

1000.10 The purpose of this regulation is to provide the public, Carmichael Water District (District) staff, and Board of Directors (Board) the guidelines on how public complaints will be handled.

1000.20 The Board desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

1000.30 A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District regulation or policy, state or federal statute of which the individual has been adversely affected.

1000.40 The method of resolving complaints shall be as follows:

1000.41 The individual with a complaint shall first discuss the matter with the Assistant General Manager with the objective of resolving the matter informally.

1000.42 If the individual registering the complaint is not satisfied with the disposition of the complaint by the Assistant General Manager, the complaint may be filed with the General Manager. Within a reasonable time, the General Manager shall speak to or meet with the person filing the complaint to resolve the matter. At the option of the General Manager, they 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.

1000.43 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 Board within ten (10) days of receiving the 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.

1000.50 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 and services, or impending considerations of the Board.