

CENTRAL COAST REGIONAL DISTRICT
POLICIES

A-5(a) - Prerequisites for Agenda Items – Responding to Compliments and Complaints

Preamble: Both staff and electoral area directors receive and respond to spoken concerns and complaints from members of the public on an ongoing basis. In order to reduce potential conflict and/or misinterpretation, it is prudent to define the requirements necessary to have a matter placed before the Board at the monthly meeting.

Policy: That upon receipt of spoken complaints or concerns, staff are encouraged to attempt good faith resolution of the matter. Where a complaint is not satisfied of Administration staff and directors, encourage the complainant to submit a written letter, outlining the nature of the complaint. The letter will be received by staff 7 days prior to the monthly board meeting. This will allow all area directors the opportunity to view the concern before passing a resolution. Letters of compliment received and put them directly into the Board Agenda.

By asking for a submission in writing, the Board will be able to address the issue in it its intended context, the time management at board meetings will be enhanced and the most effective solution will be found.

If any individuals are identified within the written complaint, the complaint will be put in the closed, in-camera portion of Board Meetings.

Date: October 11, 1994
Amended: July 11, 2013
Amended: April 14, 2016
Amended: December 12, 2019
Amended: May 11, 2023