

## SOUTH PLACER MUNICIPAL UTILITY DISTRICT POLICIES

<b>Policy Name:</b>	<b>1030 - PUBLIC COMPLAINTS</b>		
<b>Approval Authority:</b>	SPMUD BOARD OF DIRECTORS	<b>Adopted:</b>	
<b>Resolution No.</b>	15-23	<b>Revised:</b>	

### PURPOSE

The purpose of this policy is to give stakeholders and customers an avenue to register a complaint against the Board of Directors, employees, actions or policies of the South Placer Municipal Utility District (SPMUD).

### POLICY STATEMENT

#### Section 1: General

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

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 of which the individual has been adversely affected. The process for resolving complaints shall be as follows:

1. The individual with a complaint shall first discuss the matter with the Administrative Services Manager with the objective of resolving the matter informally.
2. If the individual registering the complaint is not satisfied with the disposition of the complaint by the Administrative Services Manager, it shall be forwarded to the General Manager. At the option of the General Manager, the General Manager may conduct conferences and take testimony or written documentation in the resolution of the complaint. The General Manager shall memorialize his/her decision in writing, with the individual registering the complaint being provided a copy.
3. If the individual filing the complaint is not satisfied with the disposition of the matter by the General Manager, he/she may request consideration by the Board of Directors by filing said request in writing within twenty (20) calendar days of receiving the General Manager's decision. The Board may consider the matter at its next regular meeting, or call a special meeting. In making a decision, the Board may conduct conferences, hear testimony, and consider transcripts of testimony or documents. The Board's final decision shall be determined by motion and memorialized in writing with a copy of the decision provided to the individual registering the complaint.

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.