

PUBLIC CONCERNS AND COMPLAINTS

Code **KE** Issued **6/04**

Purpose: To establish the board's vision for receiving and handling public complaints.

Complaints to one or more board members against any action of any employee of the center or against any administrative rule or board policy, which in the judgment of the board members hearing the complaint requires investigation or action, will be referred to the director for investigation, appropriate action or recommendations as the situation might justify.

If the matter cannot be resolved satisfactorily by the director, the complainant will register the complaint in writing with the chairman of the board, setting forth the facts on which the complaint is based.

The board, at its next regular meeting or at a special meeting, will then consider the grievance of the complainant and dispose of the matter according to its best judgment.

Adopted 6/8/04