



Live Well. Health Matters.

POLICY TITLE: PUBLIC COMPLAINTS
POLICY NUMBER: 1060

COMMITTEE APPROVAL DATE: 11/16/2020 **WRITTEN/REVISED BY:** T. BAKALY
BOARD APPROVAL DATE: 12/16/2020 **SUPERSEDES:** 07/22/2015

POLICY:

1060 It is the policy of the Beach Cities Health District (“District”) to resolve public complaints at the lowest possible administrative level and to ensure that the method for resolution of complaints be logical and systematic.

1060.1 A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state, or federal law by an individual who has been adversely affected by that alleged violation or misinterpretation.

GUIDELINES:

1060.2 The method of resolving complaints shall be as follows:

1060.2.1 The individual with a complaint shall first communicate the matter with a supervisor of the appropriate department with the objective of resolving the matter informally.

1060.2.2 If the individual registering the complaint is not satisfied with the disposition of the complaint by the supervisor, the complaint may be filed with the department director. Within a reasonable time, the department director shall talk to or meet with the person filing the complaint to resolve the matter. If the individual registering the complaint is not satisfied with the disposition of the complaint by the department director, the complaint may be filed with the Chief Executive Officer. At the option of the Chief Executive Officer, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The Chief Executive Officer shall memorialize his/her decision in writing, providing the individual registering the complaint with a copy.

1060.2.3 If the individual filing the complaint is not satisfied with the disposition of the matter by the Chief Executive Officer, a written complaint may be filed with the Board of Directors within ten (10) days of receiving the Chief Executive Officer’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. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The Board’s final decision shall be memorialized in writing and copied to the individual registering the complaint.



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1060.3 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, a complaint, or a statement in regard to actions of the Board, District programs and services, or pending considerations of the Board as permitted by the Brown Act