

# Truckee-Donner Recreation and Park District Policy Handbook

**POLICY TITLE:** Public Complaints  
**POLICY NUMBER:** 103

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

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

**103.30** The method of resolving complaints shall be as follows:

**103.31** The employee receiving the complaint shall first discuss the matter with their supervisor (or other responsible employee) with the objective of resolving the matter informally.

**103.32** If the individual registering the complaint is not satisfied with the disposition of the complaint, the complaint may be filed with the General Manager. Within three (3) working days, the General Manager shall meet with the person filing the complaint to try to resolve the matter. A written decision from the General Manager (or other responsible managing employee) may be requested by the individual filing the complaint.

**103.33** 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 of Directors within ten (10) days of receiving the General Manager's decision. The Board may consider the matter at the next scheduled 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. A written decision from the Board may be requested by the individual filing the complaint.

**103.40** 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, Districts programs and services, or impending considerations of the Board.