



Legislation Details (With Text)

**File #:** 21-548      **Version:** 1      **Name:**

**Type:** Action Item      **Status:** Agenda Ready

**File created:** 6/25/2021      **In control:** BOARD OF SUPERVISORS

**On agenda:** 7/13/2021      **Final action:**

**Title:** (a) Approve Amendment to Policy Regarding Response to Official Citizen Complaints including retitling to “Policy Regarding Response to Official Constituent Complaints”; and (b) Authorize the CAO to seek the signatures of Department Heads to ensure compliance with the amended policy.

**Sponsors:** Administrative Office

**Indexes:**

**Code sections:**

**Attachments:** 1. Complaint policy current and drafts 071321

Date	Ver.	Action By	Action	Result
7/13/2021	1	BOARD OF SUPERVISORS	approved as amended	Pass

**Memorandum**

**Date:** July 13, 2021

**To:** The Honorable Bruno Sabatier, Chair, Lake County Board of Supervisors

**From:** Carol J. Huchingson, County Administrative Officer (CAO)

**Subject:** (a) Approve Amendment to Policy Regarding Response to Official Citizen Complaints including retitling to “Policy Regarding Response to Official Constituent Complaints”; and (b) Authorize the CAO to seek the signatures of Department Heads to ensure compliance with the amended policy.

**Executive Summary:** (include fiscal and staffing impact narrative):

I am proposing amendment to the Complaint Policy to more accurately reflect current norms and practice. While the proposed draft still sets forth the same timeline for response dating back to the 2005 version of the policy which is still in force, all references to “citizen” have been updated to “constituent”, and “chairman” to “chair”. The proposed draft clarifies the role of the CAO in routing complaints, to include the Board Chair, the District Supervisor and the responsible Department Head, and in tracking of complaints to ensure timely response. In the event a complaint is received regarding the CAO, the County Counsel would assume the routing and tracking duties.

Constituents can submit complaints on paper or via electronic means:

[https://lakecounty.na2.echosign.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhDzq93Tg2WrqwATS\\_Mvzs3PC6RtbepRGFyxuaODXsjjXk41smwz5NplsdSjp9uJtAk\\*](https://lakecounty.na2.echosign.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhDzq93Tg2WrqwATS_Mvzs3PC6RtbepRGFyxuaODXsjjXk41smwz5NplsdSjp9uJtAk*)

Upon approval of your Board, staff seeks additional authorization to obtain Department Head signatures to ensure compliance with the amended policy.

**If not budgeted, fill in the blanks below only:**

Estimated Cost: \_\_\_\_\_ Amount Budgeted: \_\_\_\_\_ Additional Requested: \_\_\_\_\_ Future Annual Cost: \_\_\_\_\_

**Consistency with Vision 2028 and/or Fiscal Crisis Management Plan** (check all that apply):

- |  |   |   |   |
|--|---|---|---|
| <input type="checkbox"/> Well-being of Residents | <input type="checkbox"/> Public Safety                          | <input type="checkbox"/> Infrastructure   | <input type="checkbox"/> Not applicable             |
| <input type="checkbox"/> Economic Development    | <input type="checkbox"/> Disaster Recovery                      | <input type="checkbox"/> County Workforce | <input type="checkbox"/> <i>Technology Upgrades</i> |
| <input type="checkbox"/> Community Collaboration | <input checked="" type="checkbox"/> Business Process Efficiency | <input type="checkbox"/> Clear Lake       | <input type="checkbox"/> <i>Revenue Generation</i>  |
|  |   |   | <input type="checkbox"/> <i>Cost Savings</i>        |

**If request for exemption from competitive bid in accordance with County Code Chapter 2 Sec. 2-38, fill in blanks below:**

Which exemption is being requested?  
How long has Agreement been in place?  
When was purchase last rebid?  
Reason for request to waive bid?

**Recommended Action:**

**(A) Amend Policy Regarding Response to Official Citizen Complaints including retitling to “Policy Regarding Response to Official Constituent Complaints”.**

**(B) Authorize the CAO to seek the signatures of Department Heads to ensure compliance with the amended policy.**