
Butte County Mosquito and Vector Control District

POLICY MANUAL

POLICY TITLE: Public Complaints (Not Chemical Related)
POLICY NUMBER: 2090

2090.1 The Board of Trustees desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

2090.2 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.

2090.3 The method of resolving complaints shall be as follows:

2090.3.1 The individual with a complaint shall first discuss the matter with the Office Manager or Regional Supervisor with the objective of resolving the matter informally.

2090.3.2 If the individual registering the complaint is not satisfied with the disposition of the complaint by the Office Manager or Regional Supervisor, it shall be forwarded to the District Manager. At the option of the District Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The District Manager shall memorialize his/her decision in writing, with the individual registering the complaint being provided a copy.

2090.3.3 If the individual filing the complaint is not satisfied with the disposition of the matter by the District Manager, they may request consideration by the Board of Trustees by filing said request in writing within ten (10) days of receiving the District 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, as well as utilize the transcripts of written documentation. The Board's final decision shall be memorialized in writing with the individual registering the complaint being provided a copy.

2090.4 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 testimony, a complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.