

CENTRAL COAST REGIONAL DISTRICT
POLICIES

A-5(a) - Prerequisites for Agenda Items – Responding to Complaints

Preamble: Both staff and electoral area directors receive and respond to spoken concerns and complaints from members of the public on an on going basis. In order to reduce potential conflict and/or misinterpretation, it is prudent to define the requirements necessary to have a matter placed before the Board at the monthly meeting.

Policy: That upon receipt of spoken complaints or concerns, staff and directors encourage the submission of a written report. This report will be ~~subject to Policy A-5 and must be~~ received by staff 3-7 days prior to the monthly board meeting. This will allow all area directors the opportunity to view the concern before passing a resolution.

By asking for a submission in writing, the board will be able to address the issue in its intended context, the time management at board meetings will be enhanced and the most effective solution will be found.

Date: October 11, 1994

Proposed Amendment: July 11, 2013

Board Meeting
JUL 11 2013
CCRD ITEM E(c)