

Chester Public Utility District

Manual of Policies

POLICY TITLE: Public Complaints

POLICY NUMBER: 1030

1030.10 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.

1030.20 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.

1030.30 The method of resolving complaints shall be as follows:

1030.31 The individual with a complaint shall first discuss the matter with the Office Manager [or other responsible employee] with the objective of resolving the matter informally.

1030.32 If the individual registering the complaint is not satisfied with the disposition of the complaint by the Office Manager [or other responsible employee], the complaint may be filed with the General Manager [or other responsible managing employee]. Within a reasonable time, the General Manager [or other responsible managing employee] shall meet with the person filing the complaint to resolve the matter. At the option of the General Manager [or other responsible managing employee], he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. A written decision from the General Manager [or other responsible managing employee] may be requested by the individual filing the complaint.

1030.33 If the individual filing the complaint is not satisfied with the disposition of the matter by the General Manager [or other responsible managing employee], a written complaint may be filed with the Board of Directors within ten (10) calendar days of receiving the General Manager's [or other responsible managing employee] 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. A written decision from the Board may be requested by the individual filing the complaint.

Chester Public Utility District

Customer Complaint Form

Customer Name: _____

Date: _____

Phone Number: _____

Time: _____

Employee Taking Complaint _____

Compliant: _____
(be specific)

(CPUD Use Only)

Employee Responding to complaint: _____ Date Received: _____

Action(s) Taken: _____

Was complaint resolved? Yes No Date Resolved: _____

If No, Date complaint was forwarded to a CPUD Department Head _____

CPUD Dept Head: Be sure to notify at least one Board member and the General Manager of this complaint

CPUD Department Head responding: _____ Date Received: _____

Action(s) Taken: _____

Was compliant resolved? Yes No Date Resolved: _____

If No, Date complaint was forwarded to the General Manager _____



General Manager Response: Date Received: _____

Was compliant resolved? Yes No Date Resolved: _____

If No, Is an agenda item pending for the next regular Monthly Board meeting? Yes No

Date of next Regular Monthly Board meeting: _____