
Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Adoption/Amendment of Policies

POLICY NUMBER: 1000

1000.1 Consideration by the Gold Mountain Community Services District Board of Directors to adopt a new policy or to amend an existing policy may be initiated by any Director, or by the General Manager. The proposed adoption or amendment shall be initiated by a Director or the General Manager by submitting a written draft of the proposed new or amended policy to the Board Chairperson and the General Manager, which may be submitted in person or by any communication method approved by the District, and requesting that the item be included for consideration on the agenda of the next appropriate regular meeting of the Board of Directors. Any member of the Board may place an item on a future agenda by making a formal request to the General Manager at a meeting of the Board. The General Manager will place Board items on a future Board agenda when reasonable, based on the staff time and research necessary to prepare the item for Board consideration.

1000.2 Adoption of a new policy or amendment of an existing policy shall be accomplished at a regular meeting of the Board of Directors and shall require a 3/5's majority vote of the full membership of the entire Board of Directors, unless a 4/5's vote to adopt is otherwise required by California State Statute. Policies requiring a 4/5's vote of the full membership of the entire Board of Directors to adopt will include a notation in the policy of the 4/5's affirmative vote requirement.

1000.3 Copies of the proposed new or amended policy shall be included in the agenda-information packet for any meeting in which they are scheduled for consideration and listed on the agenda document. A copy of the proposed new or amended policy shall be made available to each Director for review at least 72 hours, per the Brown Act, prior to any meeting at which the policy, is to be considered.

1000.4 The requirement to review a proposed new or amended policy prior to the meeting at which adoption is to be considered may be waived by a majority vote of the full membership of the entire Board of Directors, with the agenda specifying consideration of such action.

1000.5 It is the intent of the Board of Directors to maintain a Manual of Policies. Contained therein shall be a comprehensive listing of the Board's current policies, being the rules and regulations enacted by the Board. The Manual of Policies will serve as a resource for Directors, staff and public.

1000.6 If any policy or portion of a policy contained within the Manual of Policies conflicts with rules, regulations or legislation having authority over Gold Mountain Community Services District, said rules, regulations or legislation shall prevail.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Membership in Associations

POLICY NUMBER: 1005

Purpose: This policy sets forth the rules for membership in associations and establishes who may represent the District.

1005.1 Appropriate Memberships. To take advantage of in-service training opportunities, the District may hold membership in industry related associations. Board Members and staff may attend meetings of national, state, and local associations directly related to the purposes and operations of the District. Decisions to continue, discontinue, or add new memberships shall occur through the annual budget process, or out of cycle as needed.

1005.2 Appointment of Representatives. The President shall appoint Board Members as representatives and alternates, as appropriate, to serve as contacts between the District, stakeholder groups, associations and others. The representatives and alternates shall report to the Board in a timely manner on their activities involving these associations. In some cases, members may be allowed certain expenses for travel and membership in such associations. This shall be approved by the full Board.

1005.3 District Manager Memberships. The President may designate the District Manager as the appropriate representative or alternate in connection with memberships in any association. The District Manager may recommend to the President those associations or industry specific organizations with which his/her association is necessary or desired.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Basis of Authority

POLICY NUMBER: 1010

1010.1 The Board of Directors of the Gold Mountain Community Services District is the legislative body and unit of authority within the District. Power is centralized in the elected Board collectively and not in an individual Director. Apart from his/her normal function as a part of this unit, Directors have no individual authority. As individuals, Directors may not commit the District to any policy, act, or expenditure.

1010.2 Directors do not represent any fractional segment of the community, but are, rather, a part of the body that represents and acts for the community as a whole. Routine matters concerning the operational aspects of the District are delegated to District staff members.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Claims Against the District
POLICY NUMBER: 1025

The purpose of this policy is to provide directions for District staff for processing and resolving (if possible) account adjustment requests and property damage claims against the District. Inherent in this policy is the recognition that every adjustment request or claim will be unique, and that guidelines cannot be written to accommodate every case. Therefore, staff must use discretion and good sense in handling each claim.

1025.1 Property (Land and Improvements) Damage Claims

During the District's operations – water delivery, wastewater management, etc– damage to land and improvements thereon occasionally occurs due to the proximity of the District's facilities to the private property. When District employees are aware that property has been damaged in the course of their work, property owners will be immediately notified, and restorative measures are to be taken to return the property as close to its original condition as possible.

If a property owner initiates a claim of damage to their property to a District employee (by telephone or in person), the employee will document, in writing, the time and date, and a description of the stated circumstances and allegations. Employees should respond to questions, be cordial and respectful, but refrain from commenting on liability questions.

As soon as possible, after information about the damage has been received, it shall be given to the General Manager. The general manager, or his/her designee, shall investigate the property owner's allegations.

If the owner of the damaged property informs a member of the Board of Directors, the information will be provided immediately to the General Manager. Directors should not independently investigate claims or make any representations to the property owner but may accompany staff to observe.

Investigations shall be done in a timely fashion and documented with a written report, including photographs and/or interviews, when appropriate. A copy of the report shall be submitted to the General Manager and filed per the records retention policy #2145.

If the investigating staff person is convinced that the damage was caused by District personnel, equipment, or infrastructure, he/she shall prepare a work order to have the damage repaired, subject to the following conditions:

1. General Manager approves the work order.
2. Property owner agrees that the proposed repairs are appropriate and adequate;
3. Property owner agrees to allow District personnel access to their property to perform the repair work;
4. District personnel have the necessary tools, equipment, and expertise to perform the necessary work;
5. Repair work can be accomplished within a reasonable amount of time; and,
6. Cost of material for the repairs will not exceed \$500.

If the cost of material for repairs is stated by claimant or estimated by staff to exceed \$500, the owner will be asked to submit their claim to the District in writing – see 1025.3.

The General Manager shall review the damage claim and the proposed repair work. If he/she determines that the damage is the District's responsibility and that the proposed repair work is appropriate, he/she may authorize the work if the cost of material for the repairs will not exceed \$1,500. A report shall be submitted to the Board of Directors describing the damage claim, including a description of the manner in which it was resolved.

If the cost of materials for repairs is stated by claimant or estimated to exceed \$1500 the claim will be submitted to the Board of Directors for its consideration. The Board will consider the claim during a closed session [*“anticipated litigation”*] of a regular or special meeting. Action to accept or reject the claim shall be taken in open session. The claimant shall be notified of the Board's action regarding their claim. Notification that a claim has been rejected shall be accompanied by proof of service.

The Board will not consider a claim of an amount in excess of the insurance deductible (currently \$10,000), including the cost of investigation, without prior written approval of the District's insurance company.

Claims in excess of the District's insurance deductible shall be forwarded to the insurance company, and the claimant shall be advised of this action.

Claims for personal injury/wrongful death shall not be investigated by District staff or directors but shall be immediately forwarded to the District's insurance company.

1025.2 Property (Vehicles and Unsecured Property) Damage Claims

All claims of damage to vehicles or other unsecured property shall be submitted to the General Manager. He/she shall review the damage claim and the requested restitution. If he/she determines that the damage is the District's responsibility, he/she may authorize repairs or reimbursement of expenses to an amount not to exceed \$1,500. A report shall be submitted to

the Board of Directors describing the damage claim, including a description of the manner in which it was resolved.

The claim will be processed as described above if the cost of material for repairs is estimated to exceed \$1,500.

1025.3 Written Property Damage Claims

Except for damage to land and improvements estimated to cost less than \$500, all damage claims must be submitted to the District in writing. This will ensure that a claim is valid and protect important rights of the District.

Written Claim documentation from Claimant must conform to Section 910 and Section 910.2, California Government Code. Section 910 specifies that a claim needs to show all of the following:

- The name and post office address of the claimant.
- The post office address to which the person presenting the claim desires notices to be sent.
- The date, place, and other circumstances of the occurrence or transaction which gave rise to the claim asserted.
- A general description of the indebtedness, obligation, injury, damage or loss incurred so far as it may be known as the time of presentation of the claim.
- The name or names of the public employee or employees causing the injury, damage, or loss, if known.
- The amount claimed if it totals less than ten thousand dollars (\$10,000) as of the date of presentation of the claim, including the estimated amount of any prospective injury, damage, or loss, insofar as it may be known at the time of the presentation of the claim, together with the basis of computation of the amount claimed. If the amount claimed exceeds ten thousand dollars (\$10,000), no dollar amount shall be included in the claim. However, it shall indicate whether the claim would be a limited civil case.

Section 910.2 of the California Government Code specifies the following:

The claim shall be signed by the claimant or by some person on his behalf. Claims against local public entities for supplies, materials, equipment or services need not be signed by the claimant or on his behalf if presented on a billhead or invoice regularly used in the conduct of the business of the claimant.

If the filed letter/claim does not meet the requirements of the California Government Code §910 and §910.2, then a letter shall be sent to the claimant informing them of this fact.

District staff shall provide no assistance to the claimant in documenting the Claim. Claimant must provide all required information and submit via US mail, FAX, or personal delivery to the District office. Upon receipt, office staff shall date-stamp the document.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Code of Ethics
POLICY NUMBER: 1030

1030.1 Background information:

Gold Mountain CSD's Code of Ethics & Values (the "Code") provides clear, positive statements of ethical behavior reflecting the core values of the District and the communities it serves. The Code includes practical strategies for addressing ethical questions and a useful framework for decision-making and handling the day-to-day operations of the District. The Code reflects the issues and concerns of today's complex and diverse society.

This Policy will be reviewed by all Staff and Board Members annually, and during "onboarding" of new staff and board members. Signed acknowledgement forms will be maintained in the District office.

1030.2 Goals of the code of ethics & values:

- a) To make Gold Mountain CSD (GMCSO) a better District built on mutual respect and trust.
- b) To promote and maintain the highest standards of personal and professional conduct among all involved in District government, District staff, volunteers, and members of the District's Board. All elected and appointed officials, officers, employees, members of advisory committees, and volunteers of the District, herein called "Officials" for the purposes of this policy.
- c) The Code is a touchstone for members of District Board and staff in fulfilling their roles and responsibilities.

1030.3 Preamble:

- a) The proper operation of democratic government requires that decision-makers be independent, impartial, and accountable to the people they serve. The GMCSO has adopted this Code to promote and maintain the highest standards of personal and professional conduct in the District's government.
- b) All Officials, and others, who participate in District governance are required to subscribe to this Code, understand how it applies to their specific responsibilities, and practice its eight core values in their work. Because we seek public confidence in the District's services and public trust of its decision-makers, our decisions and our work must meet the

most demanding ethical standards and demonstrate the highest levels of achievement in following this Code.

1030.4 Applicability:

This Code shall apply to all District Officials as defined in 1030.2 b)

1030.5 Core Values:

As participatory Officials in the District's government, we subscribe to the following Core Values:

1030.5.1 As a representative of GMCSO, I will be ethical. In practice, this value looks like:

- a) I am trustworthy, acting with the utmost integrity and moral courage. I am truthful. I do what I say I will do. I am dependable.
- b) I make impartial decisions, free of bribes, unlawful gifts, narrow political interests, financial, and other personal interests that impair my independence of judgment or action.
- c) I am fair, distributing benefits and burdens according to consistent and equitable criteria.
- d) I extend equal opportunities and due process to all parties in matters under consideration. If I engage in unilateral meetings and discussions, I do so without making voting decisions or any improper or unauthorized representations on behalf of the District.
- e) I show respect for persons, confidences, and information designated as "confidential."
- f) I use my title(s) only when conducting official District business for information purposes or as an indication of background and expertise carefully considering whether I am exceeding or appearing to exceed my authority.
- g) I will avoid actions that might cause the public or others to question my independent judgment, focusing on issues and not personalities.
- h) I maintain a constructive, creative, and practical attitude toward the District's affairs and a deep sense of social responsibility as a trusted public servant.

1030.5.2 As a representative of GMCSO, I will be professional. In practice, this value looks like:

- a) I apply my knowledge and expertise to my assigned activities and to the interpersonal relationships that are part of my job in a consistent, confident, competent, and productive manner.
- b) I approach my job and work-related relationships with a positive, collaborative attitude.
- c) I keep my professional education, knowledge, and skills current and growing.

1030.5.3 As a Representative of GMCSD, I will be service-oriented. In practice, this value looks like:

- a) I provide friendly, receptive, courteous service to everyone.
- b) I attune to and care about the needs and issues of citizens, public Officials and District workers.
- c) In my interactions with constituents, I am interested, engaged and responsive.

1030.5.4 As a representative of GMCSD I will be fiscally responsible. In practice, this value looks like:

- a) I make decisions after prudent consideration of their financial impact, considering the long-term financial needs of the District, especially its financial stability.
- b) I demonstrate concern for the proper use of District assets (e.g., personnel, time, property, equipment, funds) and follow established procedures.
- c) I make good financial decisions that seek to preserve programs and services for District residents.
- d) I have knowledge of and adhere to the District's Purchasing and Contracting and Allocation of Funds Policies.

1030.5.5 As a representative of GMCSD, I will be organized. In practice, this value looks like:

- a) I act in an efficient manner, making decisions and recommendations based upon research and facts, taking into consideration both short- and long-term goals.
- b) I follow through in a responsible way, keeping others informed and responding in a timely fashion.
- c) I am respectful of established District processes and guidelines.

1030.5.6 As a representative of GMCSD, I will be communicative. In practice, this value looks like:

- a) I positively convey the District's care for and commitment to its citizens.
- b) I communicate in various ways, that I am approachable, open-minded, and willing to participate in dialog.
- c) I engage in effective two-way communication, by listening carefully, asking questions, and determining an appropriate response which adds value to conversations.
- d) I avoid double talk, hidden agendas, gossip, backbiting, and other negative forms of interaction.

1030.5.7 As a representative of GMCSD, I will be collaborative. In practice, this value looks like:

- a) I act in a positive and cooperative manner with groups and other individuals, working together in a spirit of tolerance and understanding.
- b) I work towards consensus building and gain value from diverse opinions.
- c) I accomplish the goals and responsibilities of my individual position, while respecting my role as a member of a team.
- d) I consider the broader regional and state-wide implications of the District's decisions and issues.

1030.5.8 As a representative of GMCS D, I will be progressive. In practice, this value looks like:

- a) I exhibit a proactive, innovative approach to setting goals and conducting the District's business.
- b) I display a style that maintains consistent standards; but is also sensitive to the need for compromise, "thinking outside the box" and improving existing paradigms when necessary.
- c) I promote intelligent and thoughtful innovation to forward the District's policy agenda and District services.

1030.6 Understanding Roles.

1030.6.1 The work of the District is a team effort. All individuals should work together in the collaborative process, assisting each other in conducting the affairs of the District.

1030.6.2 Once the Board of Directors takes action, Directors should commit to supporting said action and not to create barriers to the implementation of said action.

1030.6.3 The primary responsibility of the Board of Directors is the formulation and evaluation of policy. Routine matters concerning the operational aspects of the District are to be delegated to the District General Manager.

1030.6.4 Directors should develop a working relationship with the General Manager wherein current issues, concerns and District projects can be discussed comfortably and openly.

1030.6.5 In seeking clarification for policy-related concerns, especially those involving personnel, legal action, land acquisition and development, and finances, said concerns should be referred directly to the General Manager.

1030.6.6 When approached by District personnel concerning specific District policy, Directors should direct inquiries to the General Manager.

1030.6.7 Directors may approach professional staff members to obtain information needed to supplement, upgrade, or enhance their knowledge to improve legislative decision-making.

1030.6.8 In handling complaints from residents and property owners of the District, said complaints should be referred directly to the General Manager.

1030.6.9 In handling items related to safety or hazards, said complaints should be reported to the General Manager. Emergency situations should be dealt with immediately by seeking appropriate assistance.

1030.7 Enforcement:

Any Official found to be in violation of this Code may be subject to Censure by the District Board. Any member of any advisory Committee found in violation may be subject to dismissal from the Committee. In the case of an employee, appropriate action shall be taken by the General Manager or by an authorized designee.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Conflict of Interest

POLICY NUMBER: 1035

1035.1 The Political Reform Act, Government Code §81000, et seq., requires state and local government agencies to adopt and promulgate conflict-of-interest codes. The Fair Political Practices Commission has adopted a regulation, 2 Cal. Code of Regs. §18730, which contains the terms of a standard conflict of interest code. The regulation can be incorporated by reference and may be amended by the FPPC after public notice and hearings to conform to amendments in the Political Reform Act. The Board of the Gold Mountain Community Services District (GMCS D) approved and adopted the FPPC's standard conflict of interest on 19 January 2021 per attached Resolution 2020-21-04. Therefore, the terms of 2 Cal. Code of Regs. §18730 and any amendments to it duly adopted by the FPPC are hereby incorporated by reference and, along with the attached Revised Code and associated Appendix in which members of the Board of Directors and employees are designated, and in which disclosure categories are set forth, constitute the Conflict of Interest code of the GMCS D.

1035.2 The Political Reform Act requires every local government agency to review its Conflict of Interest Code each even-numbered year, designating positions required to file Statements of Economic Interests (Form 700), and assigning disclosure categories specifying the types of interests to be reported. The Plumas County Board of Supervisors is designated as the code reviewing body of GMCS D's Conflict of Interest Code. Pursuant to Government Code Section 87306.5 and the Plumas County Local Agency Biennial Notice, the District reviews its Conflict of Interest Code on a two year schedule to determine if it is accurate or if changes are required. As necessary, the District will amend its code by resolution, and submit a completed Local Agency Biennial Notice and if applicable, a copy of the District Resolution and Appendix to the Plumas County Board of Supervisors.

1035.3 The District Administrative Manager shall file Designated Employee Statements of Economic Interests with the Clerk of Plumas County and maintain file copies in the District office.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Correspondence to the Board

POLICY NUMBER: 1040

1040.1 All written or electronic correspondence addressed to the Board of Directors is to be sent to the District office. Copies of the written or electronic correspondence and written responses in reply thereto, if any, shall be distributed to each member of the Board, together with the next regular agenda or at the next regular meeting of the Board, depending on date of receipt or response. This correspondence should be presented by the Board Secretary, with a summary of recommended or taken action.

Individual Board members may receive correspondence addressed to him or her in their official capacity. However, Board members are not permitted to use agency resources for sending or receiving personal correspondence.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Legal Counsel

POLICY NUMBER: 1045

1045.1 The Board of Directors shall appoint a Legal Counsel to assist the Board and District in all applicable issues and activities.

1045.2 Legal Counsel shall be the legal adviser of the District, including the Board as a whole, the General Manager and department heads. Legal Counsel shall perform such duties as may be prescribed by the Board of Directors. Such duties include, but are not limited to, providing legal assistance necessary for formulation and implementation legislative policies and projects; represent the District's interests, as determined by the District, in litigation, administrative hearings, negotiations and similar proceedings; and to keep the Board and District staff apprised of court rulings and legislation affecting the legal interest of the District. Legal Counsel is required to review and approve as to form District legal documents, such as contracts, agreements, etc. The Legal Counsel shall present and report on all legal issues and Closed Session items before the Board. The Legal Counsel shall serve at the pleasure of the Board and shall be compensated for services.

- a) The Legal Counsel reports to the Board as a whole but is available to each Director for consultation regarding legal matters particular to that Board member's participation. No Board member may request a legal opinion of legal counsel without concurrence by the Board, except as such requests relate to questions regarding that member's participation. The Legal Counsel shall be available to the District General Manager and staff, as directed by the General Manager for one time consultation on specific issues and activities. Any correspondence to be sent to outside parties will be presented to the Board for approval prior to sending.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Auditor Services

POLICY NUMBER: 1046

1046.1 The District Auditor shall be appointed by the Board by a majority vote in a public meeting. The Board shall determine the duties and compensation of the Auditor. The Auditor shall serve at the pleasure of the Board. Selection of the auditor shall be done in a noticed public meeting and at least every five years.

- a) The Board may appoint a committee to oversee the work of an independent auditor, who will report to the Board, to conduct an annual audit of the District's books, records, and financial affairs in accordance with state law and the Finance Committee Charter for Audit Compliance. The District General Manager will install and maintain an accounting system that will completely, and always, show the financial condition of the District.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: General Manager Role and Responsibilities

POLICY NUMBER: 1050

Description

1050.1 Overview: As the Executive Officer of the District, the General Manager administers the District and has exclusive management and control of the operations and works of the District, interacting with other jurisdictions and agencies, and functioning as the representative of the District. The General Manager provides expertise to support the planning, engineering and implementation of ongoing and developing Community water, wastewater and fire protection needs to meet the Board of Directors' goals and objectives within established policies and budget.

1050.2 The General Manager's Duties

The District's General Manager shall be responsible for:

- a) The implementation of policies established by the Board of Directors for the operation of the District;
- b) The planning, direction, and coordination of the day-to-day operations of the District through the appropriate department heads or managers including administration, financing, maintenance, engineering, human resources, and others to effect operational efficiency;
- c) The appointment, supervision, discipline, and dismissal of the District's employees, consistent with the employment policies established by the Board of Directors;
- d) Attending and participating in District Board meetings, preparing and presenting reports as necessary, representing the Board before external organizations including other agencies, governmental and regulatory entities, business and community groups;
- e) The supervision of the District's facilities and services;
- f) The supervision of the District's finances;
- g) Establishing and maintaining cooperative working relationships with all persons entitled to the services of the District, governmental and professional entities with whom the District has dealings, with satisfactory resolution of all public and employee complaints;
- h) Ensuring the district complies with all State laws, regulatory agency requirements and mandatory reporting requirements.

1050.3 The District's General Manager serves at the pleasure of the Board. The Board will provide policy direction and instruction to the General Manager on matters within the authority of the Board during duly-convened board meetings. Members of the Board will deal with matters within the authority of the General Manager through the General Manager and not through other District employees. Members of the Board will refrain from making requests directly to District employees (other than the General Manager) to undertake analyses, perform other work assignments, or change the priority of work assignments. As members of the public, Directors may request non-confidential, factual information regarding District operations from District employees. If requesting public records, Directors must follow the District's Request for Public Records Policy.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Legislative Advocacy Policy

POLICY NUMBER: 1055

1055 Purpose

The purpose of the policy is to guide Gold Mountain CSD officials and staff in considering legislative or regulatory proposals that are likely to have an impact on the District, and to allow for a timely response to important legislative issues. Although the expenditure of public funds for the purpose of supporting or opposing a ballot measure or candidate is prohibited, the expenditure of public funds is allowed to advocate for or against proposed legislation or regulatory actions which will affect the public agency expending the funds.

1055.1 Legislative Advocacy Goals and Priorities

The purpose for identifying Legislative Advocacy Goals and Priorities is to provide clear direction to Gold Mountain CSD staff with regard to monitoring and acting upon bills during state and federal legislative sessions. Adherence to Legislative Advocacy Goals will ensure that legislative inquiries and responses will be administered consistently with “one voice” to the identified Advocacy Priorities adopted by the Board of Directors. The Legislative Advocacy Goals and Priorities provides the Gold Mountain CSD General Manager and the Executive Committee of the Board of Directors discretion to advocate in Gold Mountain CSD’s best interests on proposed legislation consistent with the goals and priorities adopted by the Board of Directors. This policy is intended to be manageable, consistent, and tailored to the specific needs and culture of Gold Mountain CSD.

Goals and Priorities:

- 1) Advocate the Gold Mountain CSD legislative interests at the State, County, and Federal levels.
- 2) Inform and provide information to the Board of Directors and district staff on key issues and legislation that could have a potential impact on the district.
- 3) Serve as an active participant with other local governments, the California Special Districts Association, and local government associations on legislative and regulatory issues that are important to the district and the region, such as Labor Practices for Small Districts, Water Quality and Usage, Fire Protection and Wastewater Management.

- 4) Seek grant and funding assistance for Gold Mountain CSD projects, services, and programs to enhance services for the community.
- 5) The decision to advocate for or against legislative must be related to, and in alignment with, GM CSD's ability to provide services as described by the District charter.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Policy Complaints
POLICY NUMBER: 1060

- 1060.1** 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 by which the individual has been adversely affected.
- 1060.2** The Board of Directors of the Gold Mountain Community Services District desires that public complaints be logical and systematic.
- 1060.3** The method of resolving complaints shall be as follows:
- 1060.3.1** The citizen with a complaint shall first discuss the matter with the appropriate Office Manager with the objective of resolving the matter informally.
- 1060.3.2** If the citizen registering the complaint is not satisfied with the disposition of the complaint by the Office Manager, the complaint may be filed with the General Manager. Within a reasonable time, the General Manager shall discuss the matter with the plaintiff. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. A written decision from the General Manager may be requested by the plaintiff.
- 1060.3.3** If the citizen 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 days of receiving the General Manager's decision. The Board may consider the matter at the next regular meeting, or call a special meeting. The Board will expeditiously resolve the matter and, as such, it will be implemented as if it were the official action of the Board. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The citizen filing the complaint may request a written decision from the Board.
- 1060.4** This policy in no way prohibits or is intended to deter a member of the community or staff from appearing before the Board to verbally present a testimony, complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.