

**McCLOUD COMMUNITY SERVICES DISTRICT**  
**Policy and Procedure Manual**

**POLICY TITLE:** Public Complaints  
**POLICY NUMBER:** 1030  
**ADOPTED:** December 09, 2002  
**REVISED:** October 09, 2007, January 28, 2019  
**REVIEWED:** January 9, 2014, January 9, 2019

**1030.10** All District staff will try to resolve public complaints as they arise pursuant to the ordinances and policies established by the Board of Directors and current operational procedures. When staff members are unable to resolve a public complaint, it will be routed to the General Manager.

**1030.11** If the individual 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 (10) days of receiving the General Manager's decision.<sup>1</sup> The Board may consider the matter at the next regular meeting or call a special meeting. The individual filing the complaint may request a written decision from the Board.

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<sup>1</sup> Refer to MCSD Policy 1040 Claims Procedure - Appendix A for the Claim Against the McCloud Community Services District reporting form