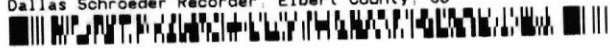


## **ELBERT COUNTY GOVERNMENT** **Complaint and Commendation Policy**

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- A. Standard forms for citizen complaints and commendations, which are attached to this policy, will be provided by the County Manager to each elected official and department. These standard forms will be adapted, without substantive changes, to reflect the applicable letterhead and title of department heads, and elected officials, and placed on the Elbert County website.
- B. The standard forms for citizen complaints and commendations will require the complaining or commending party to sign the form, and to provide identifying information (name, mailing address and e-mail address), and to hand-deliver, e-mail, or mail by First Class mail to the applicable office the completed form.
- C. The elected official or department will send an e-mail confirmation to the complaining or commending party within 24 hours (one business day) from receipt, or as soon as practically possible, acknowledging receipt of the complaint or commendation.
- D. The elected official or department will prepare and send an e-mail response within 72 hours (three business days) from receipt, or as soon as practically possible, describing to the complaining or commending party the action which will be taken to address the issues raised in the complaint or commendation.
- E. The time requirements for confirmation and response may be extended if extenuating circumstances or emergency circumstances exist, but the elected official or department head shall explain these circumstances via e-mail to the complaining or commending party, and state when the response will be provided.
- F. When a complaint is received by an elected official or department head involving activity and responsibilities which do not fall under their respective duties, the following procedure should be followed:





(1) Any complaint alleging criminal activity shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Sheriff's Department for acknowledgement and response.

(2) Any complaint alleging road issues/conditions shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Public Works Department for acknowledgement and response.

(3) Any complaint alleging child welfare issues or health issues shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Health and Human Services Department for acknowledgement and response.

(4) Any complaint alleging zoning, building permit, and code enforcement issues shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Community and Development Services Department for acknowledgement and response.

(5) Any complaint alleging issues which require an emergency response shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Emergency Management Director for acknowledgement and response.

(6) Any complaint alleging information technology issues shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Information Technology Director for acknowledgement and response.

(7) Any complaint alleging a death within Elbert County shall be forwarded immediately, or as soon as practically possible, via e-mail to the Elbert County Coroner for acknowledgement and response.

(8) Any complaint alleging 4H or County Extension issues shall be forwarded immediately, or as soon as practically possible, via e-mail to the CSU Extension Office for acknowledgement and response.

(9) Any complaint provided via e-mail to the County Commissioners shall be forwarded immediately, or as soon as practically possible, via e-mail to the applicable department or elected official for acknowledgement and response, with a copy to the County Manager.

(10) Any complaint provided via e-mail to any employee, elected official, or department head which threatens a lawsuit or other type of legal action shall be copied immediately, or as soon as practically possible, via e-mail to the County Attorney.

G. When a complaint is received by an elected official or department head and there is a question regarding which office or multiple offices should respond, the complaint should be forwarded to the County Manager and/or the County Attorney for appropriate referral.

