



WEBER COUNTY ANIMAL SERVICES

POLICY AND PROCEDURES

CITIZEN COMPLAINTS

EFFECTIVE DATE: 11/23/2009 STANDARD NUMBER: N/A	REVIEW DATE: 03/10/2011 APPROVED: <u>Signature on file</u> Sheriff Signature
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1. Purpose:

To establish a method for the proper processing of complaints or concerns between citizens regarding the actions of shelter personnel.

2. Rationale

A method for the proper processing of complaints or concerns from citizens regarding the actions of shelter personnel is necessary to ensure that citizens concerns are properly addressed and deficiencies of shelter personnel or operations are identified and corrected.

3. Policy

A. Citizen Complaint Process

1. Any citizen who wishes to file a complaint against an employee will be referred to the facility manager or their designee. If no one is available, personnel will obtain their name and phone number so they can be contacted at a later time.
2. There are Citizen Complaint Forms available in English and Spanish. A citizen may complete this form and return it to the facility manager. The manager has ten (10) days to respond.
3. Upon receipt of the complaint, the facility manager will contact the citizen issuing the complaint. The facility manager will also speak with the employee involved. The manager will then write a brief description of the interview with both parties and determine if any action will be taken.
4. The complaint will be kept in a secure file in the facility manager's office. A copy will be sent to the sheriff's office and given to the Chief Deputy in charge of the animal shelter who will then file a report. An appropriate level of confidentiality will be maintained.
5. If the complaint involves the facility manager it will be referred to the Chief Deputy over the animal shelter. The Chief Deputy will be responsible for completing the complaint process.