

February 5, 2004

City Council Meeting of
February 10, 2004

Approval of Personnel Complaint Form

Recommendation

Review and approve personnel complaint form.

Background

At the City Council meeting of January 27, 2004 the City Council approved a personnel complaint procedure and requested that the final form be provided for approval. Attached is a draft of the final form based on the direction of the City Council.

Analysis

Using the original form provided to staff and the procedures approved by the City Council at their meeting of January 27, 2004, the attached form has been developed. The form incorporates the basic information requested by the complainant and outlines the complaint procedure. It is noted in the procedure that complaints may also be made by letter.

Following approval, staff will implement the program and form immediately. Monthly reports on formal complaints received will be provided along with the reports on the Customer Service Survey forms.

Respectfully submitted:

Concur:

Michael Earl
Personnel Director

Stephen Burrell
City Manager

**CITY OF HERMOSA BEACH
PERSONNEL COMPLAINT FORM**

This form provides a method for the public to have formal complaints addressed regarding services they received by City of Hermosa Beach staff.

INSTRUCTIONS FOR COMPLETING THIS FORM

Please complete this form and submit it to the City Clerk's Office. The City Clerk's Office will date stamp your complaint and provide you with a copy. Your complaint may also be submitted in a letter format. Once received, your complaint will be forwarded to the Personnel Director for review and investigation.

A written response will be provided to you within ten (10) days of receipt of your complaint. The City will provide you with information regarding any corrective action taken or changes in policies or procedures that are specific to your complaint. However, information regarding personnel matters of City employees must be kept confidential.

Complaints specifically regarding the City Manager or City Attorney will be forwarded directly to the City Council by the City Clerk's Office. The City Council may then schedule a closed session meeting to address those complaints.

Your Name _____

Your Address _____

Email Address _____

Telephone Number _____

Signature _____

Employee(s) Name(s) _____

Department _____

Explanation of the Complaint:

The Complaint has been received and a copy provided to the Complainant.

Date _____

City Clerk Signature _____