



MAC Recreation District

1195 SE Kemper Way, Madras, OR 97741

541.475.4253 • www.macrecdistrict.com

Public Complaints Policy

Section 1. Purpose

The purpose of this policy is to provide a consistent framework for responding to feedback, concerns, and complaints from the public.

Section 2. Definitions

Terms used in the procedures sections include:

1. Public are patrons and community members of all ages who may or may not utilize district services and/or live in the district.
2. Board members are elected to serve as the governing body of the district.
3. Programs and services include any and all pre-registration, drop-in, sales, and other offerings provided by the district to patrons and community members.

Section 3. General Process

Board members recognize that complaints about MACRD programs and services may be voiced by patrons and community members of all ages who may or may not utilize district services and/or live in or out of the district boundaries.

When such complaints are made to a Board member, verbally or in writing, the Board member shall refer the person making the complaint to the executive director or their designee. Individual board members, while representatives of the communities that elect them, do not have authority to make decisions on behalf of the district.

Should a complaint arise during public testimony at a board meeting, the board of directors will ask the executive director, or their designee, to follow up with the patron/community member outside of the board meeting. As a governing body, the board is responsible for policy and big-picture decision making, whereas a majority of complaints are operational in nature and require operational-level resolution.

Should a complaint require policy change and/or governing body input, the executive director will place the issue on a future work session for additional review, discussion and direction.

Section 4. Procedures – complaints regarding district operations or services

It is encouraged that all complaints originate at the lowest level in the organization involved in/impacted by the complaint. For example, if the



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complaint is related to aquatics programming, it should be initiated with the aquatics manager. If that is not possible, the most appropriate level to initiate complaint/feedback is with the executive director.

The executive director will endeavor to resolve the complaint within 10 business days. They will generally follow the following process:

1. Review/discuss complaint with patron/community member.
2. Conduct an investigation into the complaint with the appropriate staff members and/or volunteers.
3. Explore any impacted operations or policies. Determine if any changes are required as a result of the feedback.
4. Close the loop with the complainant, discussing the findings and the proposed resolution.
5. If the complaint was provided via a board member, circle back with the board member to discuss the process and resolution.

If, at this point, the complainant is dissatisfied with the resolution, the complainant may appeal to the board chair of the board of directors in writing via email or delivered letter. The board chair will place it on the next board meeting agenda for discussion.

A final written decision regarding the complaint shall be made by the Board within 30 business days from receipt of the written appeal. The written decision of the Board will be final and will address the complaint and the reasons for their decision. If the Board chooses not to hear the complaint, the executive director's decision is final. The Board may hold the hearing in executive session if the subject matter qualifies under Oregon law.

Section 5. Procedures – complaints regarding the executive director

Complaints and concerns regarding the executive director should first be addressed with them directly. If the complaint/concern remains unresolved, then the complaint should be brought to the board chair. The board chair will consult with the vice chair and determine if the complaint warrants one of the following actions:

1. An investigation
 - a. The board chair has the authority to refer the investigation to a third party.



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- b. The findings of the investigation will be presented to both the complainant and the executive director. It will also be presented to the board of directors. The Board may use executive session if the subject matter qualifies under Oregon law.
 - c. The Board shall decide within 30 days of the final investigation being completed (in open session) what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 15 days of the open session discussion. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.
2. A board work session discussion, or
- a. The work session will be scheduled within 30 days of the complaint being submitted to the board chair in writing. If the board concurs that action must be taken, they will take a formal vote during the next scheduled business meeting.
 - b. A final written decision regarding the complaint shall be issued by the Board within 15 days of the business meeting action. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.
3. A response from the chair that the matter will not be taken up by the full board.
- a. After consultation with the Vice Chair, the Board Chair may respond to the complaint in writing the reasons the matter will not be brought to the full board.
 - b. If the complainant disagrees with the board chair's decision, they may request a hearing in front of the full board of directors during the next scheduled work session.
 - c. The work session will be scheduled within 30 days of the complaint being submitted to the board chair in writing. If the board concurs that action must be taken, they will take a formal vote during the next scheduled business meeting.
 - d. A final written decision regarding the complaint shall be issued by the Board within 15 days of the business meeting action. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.



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Section 6. Procedures – complaints regarding a board member or the full board

Complaints against the Board as a whole or against an individual Board member should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board in a Board work session and/or business meeting.

If the Board decides an investigation is warranted, the Board may refer the investigation to a thirdparty. When the investigation is complete, the results will be presented to the Board. The Board shall decide within 30 days in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 15 days of the meeting. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

Complaints against the Board chair should be referred directly to the district counsel on behalf of the Board. The district counsel shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide within 30 days in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 15 days of the meeting. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

Section 7. Authorities

It is the responsibility of the board chair, board of directors, and executive director to ensure that this policy is implemented and executed.