

RESOLUTION NO. 2020 - 17

(Adopting Road Department Complaint Policy)

WHEREAS, WAC 136-50-053 requires the county legislative authority to adopt a written policy establishing the method by which complaints from the general public and others related to any road department activity will be handled; and

WHEREAS, the current Road Department Complaint Policy is outdated

NOW, THEREFORE, BE IT RESOLVED, that the attached Road Department Complaint Policy, dated March 17, 2020 is hereby adopted and all previous versions are hereby rescinded.

PASSED IN REGULAR SESSION this 17th day of March 2020.

SEAL



Attest:



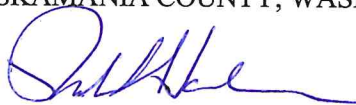
Clerk of the Board

Approved as-to form only:



Prosecuting Attorney

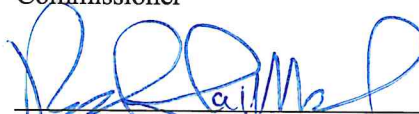
BOARD OF COUNTY COMMISSIONERS
SKAMANIA COUNTY, WASHINGTON



Chair



Commissioner



Commissioner

March 17, 2020

County Road Department Complaint Procedures

Complaints concerning road conditions will come in many forms, and most will be handled through an informal process, which may include the employee or supervisor handling the road condition complaint within a short time frame from receiving the complaint, without a formal documentation procedure.

Whenever a resident wishes to file a Formal Complaint, it shall be handled in the following manner:

1. When a complaint is received, the appropriate information shall be filled out on the attached complaint form, (or subsequent form approved by the Board of County Commissioners) either online or hard copy. This shall include, but not be limited to, the person's name, address, phone number, date, and nature of the complaint. If the complainant does not wish to provide information, the information will be omitted. Complaints for which a form needs to be filled out are those which cannot be handled or answered in person, over the phone or via e-mail or some other informal procedure.
2. The complaint form will be transmitted to the appropriate Supervisor.
3. The Supervisor shall investigate the complaint and make direct contact with the reporting person, unless otherwise requested or authorized by the complainant, or discussed and approved by the Department Head.
4. The Supervisor will then make a decision concerning the complaint and provide an answer to the reporting person as to what action will be taken.
5. The Supervisor shall indicate on the complaint form the date and action taken and return the complaint form to the appropriate Department Head.



**Skamania
County
Road Department
Complaint Form**

Reported by (name): _____

Phone Number: _____

E-mail: _____

Does complainant want contact? Yes No Method: Phone e-mail

LOCATION OF DEFICIENCY (Road Name, nearest intersection, address, etc) :

NATURE OF COMPLAINT:

(please use back of form if additional space is needed)

-----Below this line is for official use only-----

Report Received by: _____ ***Date/Time:*** _____

Copies of this report have been referred to the following division:

Engineering *Road Supervisor* *Signs* *Other*

Action taken/Date: _____

Follow up communication/Date: _____

