

m Procedure for Outside Agency Complaint

RESPONSIBILITY

ACTION

AGENCY HEAD/EOC OFFICER

1. Upon receipt of a cover letter and form from the Outside Agency, the cover letter and form shall be given to the Agency EOC Officer unopened. The letter or form will contain the following information:
 - a. The name of the complainant;
 - b. The nature of the allegations;
 - c. The information and/or documents requested by the Outside Agency for review; and
 - d. The deadline for returning the requested information.
2. Review the letter or form and determine:
 - a. The organizational unit(s) to prepare the requested information;
 - b. The deadline for returning information and/or documents;
 - c. The extent of content detail to be used in responding to request; and
 - d. If an extension of time is necessary to prepare a response to the Outside Agency.

AGENCY EOC OFFICER

3. Collect facts and data which will document the Agency’s position at any hearing or interview.
4. Collect the requested information and assure that the responses correctly address the requested information in the letter or form. The information is drafted into a document whose format corresponds with the request.

AGENCY HEAD/EOC OFFICER

5. Review draft of the response and discuss the validity of the allegations as necessary.
6. The final document is prepared and signed by Agency EOC Officer and/or Agency Head.
7. The final document is copied and the original mailed or delivered to the Outside Agency and a copy is sent to the Law Department.

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OUTSIDE AGENCY

The Agency EOC Officer has not control over the procedures or processes used by the Outside Agency. Typically, however, the Outside Agency will:

- 8. Conduct an investigation of this complaint to include a hearing or pertinent interviews, depending upon the Agency's procedure after the information requested is returned. The Outside Agency may resolve the charge through a written agreement at any stage of the complaint procedure.
- 9. Conduct hearing(s) or interview(s) as necessary in designated offices. The Agency EOC Officer and/or other employee(s) and supervisor(s) must attend the hearing(s). The Law Department should be notified of any scheduled hearing(s).
- 10. Upon completion of the hearing, the Outside Agency will submit their findings and decision to the Agency in writing.

AGENCY HEAD

- 11. Accept the findings and decision and take the recommended action or appeal the decision.