

## **Process for Villages of Mt Hood Board Action on Citizen Complaint**

- ? Citizen(s) file written complaint with hamlet/village Board of Directors, stating reason(s) for dissatisfaction and recommended remedies (change course of action, remove a Board member, etc.). Complaint must be specific, have some validity and contain enough information to allow the Board-appointed committee to investigate.
- ? Within 30 days of receipt, Board appoints subcommittee of 2 directors and 3 Grievance Committee members to investigate situation and recommend action. Report from committee is due 45 days from time of appointment.
- ? Within ten days of receipt of subcommittee report, Board sets a time for consideration of the report. Topic is posted on hamlet/village website and any other appropriate forms of notification as agenda item for Board meeting, at least ten days prior to meeting.
- ? Subcommittee presents reports to Board in public meeting. Subject of complaint has the right to request an executive Board session before the public meeting. Majority of the Board must agree to this. No decisions are made at an executive session.
- ? At the public meeting, Board considers conclusions of the subcommittee and invites comments from the parties to the complaint as well as the citizens in attendance. Written comments also are accepted.
- ? Board makes its decision at this public meeting or at one called expressly for this purpose within two weeks of the first meeting.
- ? If removal is approved by the Board of the Villages, the matter is sent to the first regularly scheduled Town Hall.
- ? The Board of County Commissioners (BCC) is notified of the results of voting at the Town Hall.

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## **APPEAL SECTION**

Both the complainant and the subject of the complaint have the right to appeal the subcommittee to the Board of Directors and have their appeal heard in a timely manner. (suggestions about time frame for this?)

Appeals must be based on actual errors of fact.

The Villages Board will hear any appeal and their decision is final.

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