

Process for Action on Citizen Complaint

Citizen(s) submit a written complaint to the Villages of Mt Hood Board of Directors, stating reason(s) for dissatisfaction and recommended remedies.

Within 30 days of receiving the complaint, Board appoints committee of two (2) directors and three (3) at-large members to investigate the complaint and recommend action. Results of the committee's deliberation are due 45 days from time of appointment.

After receipt of the committee report, the Board sets a meeting date for consideration of the committee results. The topic is posted on village website and other forms of notification as agenda item for a Board meeting.

After the Board considers the recommendations of the committee, comments from the parties to the complaint as well as the citizens in attendance are invited. Written comments are also accepted.

The Board makes its decision no later than 30 days after presentation of the committee recommendation.

Results are reported to the Board of County Commissioners by the Staff Liaison.