

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

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<b>STANDARDS AND PROCEDURES FOR PUBLIC COMPLAINTS AND INQUIRIES</b>	<b>A-56</b>	<b>1 of 2</b>

**Policy:**

It is the policy of the Board of Supervisors that:

1. County employees respond within 72 hours to complaints and inquiries from the public. If questions can be resolved immediately – while a county employee is in contact with a member of the public by phone, e-mail or in person – no other contact is needed.
2. When possible, the person making the complaint or inquiry should be told how long it would take to resolve issues that cannot be handled immediately. The person should be asked to contact the county again if the item has not been handled within that time frame.
3. Anytime an inquiry or complaint is referred to another county department, the person making the referral will contact the person who make the complaint or inquiry and provide information for follow-up contact.
4. In each department, complaints and inquiries must be logged when they are received. A log entry is not required if the issue can be resolved during the first direct contact with the person making the complaint or inquiry, or if the item is referred to a person who can resolve the question. In all other cases, departments will maintain a log that includes a case number, the name of the person making the complaint or inquiry, the date and time it was received, the date and time of the initial follow-up contact and the resolution. Departments should maintain log entries for a minimum of one year from the date the complaint or inquiry was received.
5. It is inevitable that some people will be dissatisfied with answers to their complaints or inquiries. In those cases, departmental logs must briefly explain why a complaint or inquiry could not be resolved to the person's satisfaction.
6. To improve service, the Riverside County Information Technology staff will install a complaint/inquiry icon on the county's main web page. The icon will be added in conjunction with recommendations from the E-Government Advisory Council, which is mapping strategies for improving and standardizing on-line county services.

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7. If this policy does not adequately address the communities' needs the Board will reconsider the need for a computerized system that encompasses all departments within county government.

**Reference:**

Minute Order 3.4 of 10/16/2001  
Minute Order 3.7 of 11/07/2006