

Eastern Rio Blanco Metropolitan Recreation & Park District Public Concern Resolution Process

As part of its commitment to provide high-quality services to the community, the District has established a public concern resolution process, which is described below. Many concerns are easily and quickly resolved informally at the most direct staff level. On those occasions when a concern is not resolved by front line staff or the most appropriate and/or available administrative staff, additional recourse is available. If your concern is about the Executive Director, you may skip to Level 3 - Board Review.

Level 1 – Informal Resolution

Most concerns can be resolved quickly by available on-site front-line staff or an appropriate supervisor or manager. If your concern involves a specific District employee (other than the Executive Director), the appropriate person to speak with is that employee's immediate supervisor. If you do not know which supervisor to talk to, please contact Guest Services at 970-878-3403, who will direct you to the appropriate person. You will have an opportunity to discuss your concern with a supervisor or manager. Often, the supervisor will be able to resolve your concern at that time; however, they may need some time to look into your concern, as well as a possible resolution. Although the time may vary depending on the concern, typically you can expect follow up by telephone, email, or letter within 5 business days.

Level 2 – Formal Resolution

If you feel your concern was not satisfactorily resolved at the informal resolution level, you may seek formal resolution through the following process.

1. Submitting Your Concern: Please submit your concern to the District in writing, using the District's Public Concern Form. You must sign the form and mail or hand-deliver it to:

ERBM Recreation & Park District
Attn: Executive Director / Public Concerns
101 Ute Road
Meeker, Colorado 81641

2. Executive Director Review: The Executive Director will call or meet with you within 2 business days to discuss your concern in more detail and explore a possible resolution, where appropriate. Depending on the nature of your concern, additional time may be needed to look into the matter further. In most cases, the Executive Director will complete the investigation within 5 business days after your initial conference and prepare a written response to your concern, which will include a proposed resolution, when appropriate. A copy of your Public Concern Form and the written response will be provided to you. A copy of these documents will be filed in accordance with the District's Records Retention Policies.

Level 3 – Board Review

If you feel the Executive Director's decision did not satisfactorily resolve your concern, or if your concern is about the Executive Director, you may seek Board review through the following process.

1. Criteria for Board Review: The Board will decide, in its sole discretion, whether to review your concern based on the following criteria and the best interests of the District.

The Board may review your concern if it involves:

- (a) Significant issues of District governance or policy;
- (b) Political questions or issues;
- (c) Issues of federal, state, or local law; or
- (d) Specific conduct of the Executive Director.

The Board will not review your concern if it involves:

- (i) District personnel matters; or
- (ii) Matters solely related to the District's operations.

2. Requesting Board Review: If your concern satisfies the criteria above, you may submit a written request to the Executive Director that your concern be placed on the agenda for an upcoming Board meeting. The Executive Director will forward your request to the Board President, who will make an initial decision as to whether your concern satisfies the above criteria and should be placed on the agenda. The President's decision is subject to review by the whole Board, and may be reversed by an affirmative majority vote of the Board.

- a. Alternatively, all regular monthly Board meetings include an open public comment period which you are welcome to attend and communicate your concern. Public meeting comments must comply with the Board's Bylaws Sections 5.6 and 5.7, which generally permit 5 minutes per speaker. The Board will then determine whether to place the item on a meeting agenda for consideration on further action.

3. Board Review and Decision: You will be notified if your concern is placed on the agenda for an upcoming Board meeting, and the date, time, and place of the meeting. While you are not required to attend the meeting, your presence is encouraged, so that you can present your concern and proposed resolution to the Board, and/or answer any questions the Board may have. The Board may seek input from others, including the Executive Director or other District employees, in its discretion. While the Board may take final action on your concern at that meeting, typically the Board will take some time to consider your concern and possible resolutions. If your concern is about the Executive Director, the Executive Director will be given an opportunity to provide a response to the Board. After the Board has made a decision regarding resolution of your concern, the Board President will notify you in writing of the Board's decision.

General Rules Regarding the Public Concern Resolution Process

1. The Executive Director or his/her designee may, at any time, investigate any public concern brought to the Executive Director's attention, at the Executive Director's discretion.
2. All documentation associated with the resolution of a public concern may be deemed a public record and subject to disclosure under the Colorado Public (Open) Records Act, C.R.S. § 24-72-201, *et seq.* Upon a proper request, documents will be disclosed, or withheld from disclosure, pursuant to the requirements of that Act.
3. Individual members of the Board of Directors have no power or authority to take any action or make any statement on behalf of the Board or the District, or to direct any District employee, including the Executive Director, to take any action. In order to ensure the orderly and efficient resolution of public concerns, individual Board members will refer a member of the public with a concern to this public concern resolution process.
4. This public concern resolution process is not intended, and shall not be used, to make or resolve employee complaints or disputes. Employee complaints and disputes must be made, and will be resolved, pursuant to the procedures set forth in the District's Employee Handbook.

Please direct any questions you have regarding the public concern resolution process to the District's Executive Director.

7. Please list any other information that will help in understanding and/or resolving this situation.

Date

Signature

**Please mail or hand-deliver this form to: ERBM Recreation & Park District
Attn: Public Concerns
101 Ute Road
Meeker, Colorado 81641**

To be completed by the Executive Director only:

Date received: _____ Tracking number: _____

Responsible administrator: _____

Receipt of Form Confirmed with Complainant on: _____