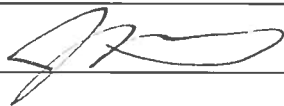




City of Riverside Administrative Manual

Effective Date: 07/2003
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Policy Owner(s): City Manager's Office

Approved:

 Department

City Manager

SUBJECT:

Customer Complaint, Compliment & Suggestion System (utilizing the 311 Call Center)

PURPOSE:

To establish a response procedure and tracking system for customer and constituent complaints, compliments and suggestions about City services and other City-related matters.

POLICY:

The City's 311 Call Center serves as the official Complaint, Compliment & Suggestion System. It is an automated system for documenting and addressing constituent complaints, compliments, and suggestions, and handles routine, expedited, or emergency requests in the form of Service Requests (SRs).

Service Complaints

It is the responsibility of all City departments to respond to City service requests or complaints in the following manner:

1. The 311 Call Center system receives requests / complaints from reporting parties creating SRs to track the request / complaint. Each electronic complaint received provides an auto response to the reporting party's email address (if provided) with the SR number to track the status of the complaint. The 311 Call Center assigns SRs to department for a response.
2. City service requests or complaints may also be received directly by departments, including elected and charter offices, via phone, electronic mail or in person. Unless such requests or complaints are minor or otherwise could be addressed immediately, the recipient departments are required to provide pertinent information to the 311 Call Center staff to appropriately log and route the request / complaint.
3. City departments designate primary and backup staff members within each department who are responsible for monitoring the 311 Call Center system, seeing that SRs are assigned and completed in a timely manner by department staff, and follow up occurs with reporting parties regarding their complaints as needed.

4. The department staff members close the communication loop in the 311 Call Center system by completing the SR. If the request was submitted electronically and the reporting party provided their email address, the 311 Call Center system will send an auto email response to the reporting party advising of the disposition and closing of the SR.
5. As part of the monthly reporting practice, the 311 Call Center sends the Mayor and Councilmembers summary reports of service complaints, and notification when work is completed for any requests that originated from their offices.

Staff Complaints

It is the responsibility of the Human Resources Department to receive complaints about non-sworn (other than public safety) City staff members. The following steps apply:

1. Complaints about staff received by the Customer Complaint, Compliment & Suggestion System will be forwarded to the Human Resources Department for initial review.
2. The Customer Complaint, Compliment & Suggestion System will provide an auto response to the reporting party acknowledging receipt of the concern and advising that findings may be protected by employment law and, therefore, may or may not be disclosed.
3. The Human Resources Department will work with the appropriate levels of staff to address concerns, and follow up with the reporting party. The reporting party will only be provided information permitted under employment law.
4. Mayor and Councilmembers will receive summary reports on a monthly basis of the submitted staff complaints, including only that information allowable under employment law.

Note: The Police Department's Bureau of Internal Affairs and the Fire Department's Operations Division investigate allegations of misconduct and improper job performance by the respective Department's sworn and civilian personnel.

Compliments and Suggestions

It is the responsibility of the respective City department head to receive and appropriately handle compliments and suggestions. The reporting party will be contacted only if they request and provide contact information.

Fraud, Waste or Abuse

Complaints or Suggestions related to fraud, waste or abuse of City resources will be forwarded to and handled by the Internal Audit Division of the City Manager's Office per Administrative Manual Policy 01.011.00 "Fraud, Waste and Abuse Reporting and Investigation Policy." The following steps generally apply:

1. The Customer Complaint, Compliment & Suggestion System will provide an auto response to the reporting party acknowledging receipt of the concern and advising that any findings may be protected by law.
2. The Internal Audit Division will work with the appropriate levels of staff to address concerns, and then will follow up with the reporting party only to communicate information allowable under the law.

3. Mayor and Councilmembers will receive summary reports on a monthly basis of the submitted concerns, including information allowable under employment or whistleblower laws.

City Charter Officers

It is the responsibility of the Mayor Pro Tempore of the City Council's Office to receive Complaints, Compliments, or Suggestions related to City Charter Officers (City Attorney, City Clerk and City Manager). The procedure related to this responsibility is determined by the Mayor Pro Tempore.

PROCEDURE:

Below are the general procedures for responding to and tracking customer and constituent complaints, compliments and suggestions about City services, City staff members (non-sworn), and other City-related matters.

Responsibility	Action
Mayor and Council's Offices	1. Receive the request or complaint from the Mayor, City Council Member, or other City representative directly from the constituent/member of the public.
311 Call Center	2. Refer request by phone or email to the 311 Call Center. 3. Receive a Complaint, Compliment, Suggestion or work request via phone call, email, WEB page, 311 application, fax, etc. 4. Document the constituent contact information. 5. Input a detailed description and location of problem including special requests from the caller. 6. Select the appropriate 311-system solution to identify the problem or service desired, and refer the request to the responsible Department in the form of a 311 SR.
Responsible Dept.	7. Select an appropriate SR priority – routine, expedite, or emergency. 8. If the request is a non-routine "Expedited" or "Emergency" SR, the responsible Department is called to ensure immediate notification. 9. Assign the SR to staff for resolution / inspection.
311 Call Center	10. Resolve "Expedited" or "Emergency" SRs with an increased priority. 11. Complete the SR in the 311 system. If request did not come through the 311 system, contact the 311 Call Center to open an SR for tracking and reporting purposes. 12. Generate and distribute monthly reports to departments summarizing pending SRs. 13. Submit monthly Council reports summarizing all work request activity submitted through the 311 system by Ward.

Distribution: Regular