

**Coastal Coordination Council**  
Complaints Tracking Policies and Procedures  
October 19, 2001

1. A complaint is a **written statement** concerning a matter that the Council has the authority to resolve, concerning a Council policy, procedure, action, or operation. The complaint may or may not request action by the Council.
2. To be considered a complaint “filed with the Council” the complaint must be received by the Council Secretary. The written complaint can be received by regular mail, facsimile, or electronic mail.
3. A database (called Complaint Tracker) has been established at the General Land Office to log complaints filed with the Council Secretary.
4. Immediately upon receipt of the written complaint, the Council Secretary shall:
  - Notify the General Land Office Coastal Management Division director (director), and the Council members.
  - Provide to the person filing the complaint, and to each person who is a subject of the complaint, a copy of the Council’s policies and procedures relating to complaint investigation and resolution.
  - Set up a file on the complaint which shall include the following information:
    - a) The name of the person who filed the complaint;
    - b) The date the complaint is received by the Council;
    - c) A written copy of the complaint;
    - d) The subject matter of the complaint;
    - e) The name of each person contacted in relation to the complaint;
    - f) A summary of the results of the review or investigation of the complaint; and an explanation of the reason the file was closed if the Council closed the file without taking action other than to investigate the complaint.
5. All complaints *must be responded to within 14 working days of receipt.*
6. Within 24 hours of receiving a written complaint, the director will assign an appropriate staff member to respond to the complaint.
7. The director will notify the General Land Office Resource Management (RM) customer service representative (CSR) upon making the staff assignment.
8. The CSR (or the backup CSR) will immediately post the information to the Complaint Tracker database.
9. The complaint will then be monitored until a response is routed and sent within the 14 day period (routing will be through staff member, to director, to Deputy Commissioner of RM, to Council members as appropriate).
10. The CSR will track the response through reminders to the program director until it is sent out.
11. Finally, the CSR will permanently post the results to the Complaint Tracker for the current biennium.
12. The Council, at least quarterly until final disposition of the complaint, shall notify the person filing the complaint and each person who is a subject of the complaint, of the status of the investigation unless the notice would jeopardize an undercover investigation.