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**BOARD OF COUNTY COMMISSIONERS  
HILLSBOROUGH COUNTY  
TAMPA, FLORIDA 33601**

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**BOARD POLICY - SECTION NUMBER: 01.10.00.00**

**SUBJECT:** ANONYMOUS COMPLAINTS

**EFFECTIVE DATE:** FEBRUARY 5, 2003

**SUPERSEDES:** NEW

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**Purpose:**

To establish a uniform procedure for the handling of anonymous complaints received by a member or members of the Board of County Commissioners.

**Policy:**

At the discretion of a member (or members) of the Board of County Commissioners, an anonymous complaint received by a Board member may be referred to the County Administrator for review or response. If requested, a response from designated staff will be provided back to the Board member. Accordingly, at the discretion of the County Administrator, or his designated representative, action (or no action) will be taken, as deemed appropriate for the circumstance. A distinction must be made between County personnel complaints and service-related complaints, as the review process will be different. Anonymous complaints covered by this policy fall outside the boundaries of handling "Whistle-Blower" complaints.

Anonymous complaints relating to service requests {code violations, animal complaints, etc.} made directly to departments will be handled based on individual departmental policy or ordinances.

**Approved By:** Board of County Commissioners  
**Approval Date:** FEBRUARY 5, 2003