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

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BOARD POLICY - SECTION NUMBER: 01.16.00.00

SUBJECT: **PROCESS FOR THE INVESTIGATION AND RESPONSE
TO CITIZEN COMMENTS, COMPLAINTS AND/OR
REQUESTS FOR SERVICES FILED WITH THE BOARD
OF COUNTY COMMISSIONERS**

EFFECTIVE DATE: **January 5, 2000**

SUPERSEDES: **NEW**

Purpose: To adopt a procedure for the referral and response to citizen comments, complaints or requests for services filed with the Board of County Commissioners (BOCC) or the County Administrator.

Policy: The Board of County Commissioners welcomes any comments concerning Hillsborough County employees, departments or services. Citizens may express their comments at public meetings or to any officers of the County, however, to facilitate a timely resolution of issues involving County employees, departments or services, citizens should reduce their comments to writing using the attached form (*Citizen's Comment, Complaint and Service Request Form*). County employees or departments that are the subject of complaints made by citizens at a public meeting, shall have the opportunity to respond to these complaints. This Policy addresses those citizen comments or complaints and/or requests for services that are raised during BOCC public meetings, or are made to the County Administrator or a County Commissioner. The Board respects the rights of citizens to express their opinions and concerns regarding Board members and staff members; however, the Board requests that citizens present their concerns in a respectful manner.

Responsibilities: The Home Rule Charter of Hillsborough County provides for separation of powers between the legislative and executive branches. The Charter provides that the County Administrator be delegated authority to handle administrative and personnel matters. Accordingly, all citizen complaints are to be handled by the County Administrator who shall ensure compliance with the provisions of this policy. When the County Administrator receives comments, complaints or service requests that must be resolved by an Appointing Authority not under the County Administrator's jurisdiction, the matter shall be referred to the appropriate Appointing Authority for resolution.

Approved By: Board of County Commissioners

Approval Date: January 5, 2000

FOR COUNTY USE ONLY

A.R.# _____

(To be assigned by County
Administration)

CITIZEN'S COMMENT, COMPLAINT AND SERVICE REQUEST FORM

The Hillsborough Board of County Commissioners (BOCC) welcomes any comments concerning its employees or services. The BOCC considers the resolution of complaints and service requests to be one of our most important responsibilities. This form was created in support of the BOCC's commitment to provide quality customer service and to establish an effective line of communication with you, our county residents and customers.

The county expects that employees, or citizens reporting allegations of wrongdoings by County Administrator employee(s)/contractor(s) will do so based upon a good faith belief and facts, and without the intent to falsely accuse, or to give information known to be false or misrepresented.

DATE:

CITIZEN'S NAME:

MAILING ADDRESS (Street):

City, State, Zip:

TELEPHONE NO.(Day): _____ E-MAIL ADDRESS:

COMMENTS OR DESCRIPTION OF REQUEST:

(May include video, audio, and/or photographs. Attach additional sheets, if necessary.)

Form to be completed and submitted to the County Administrator's Office, 601 E. Kennedy Boulevard, 26th Floor, Tampa, FL 33601 or e-mailed to HillsboroughCounty.org.

If appearing during a BOCC meeting and a response is requested, this form should be completed and provided to the County Administrator during the meeting.

NOTE: *Employee wrongdoing may be addressed in accordance with procedures outlined in*

