



BMRPD POLICY AND PROCEDURES

RE: COMMUNITY SUGGESTIONS

1. Purpose

This policy document provides information to assist the public and staff of the Bear Mountain Recreation and Parks District (hereinafter "BMRPD") on how to submit and deal with feedback and improvement requests. It applies to all feedback associated with the operations of the BMRPD.

2. Scope

This policy will apply to suggestions and/or feedback by the public/customers of BMRPD, which is submitted in writing at the District Office, located at 10300 San Diego Street, Lamont, CA 93241

3. Policy Statement

BMRPD encourages feedback from both employees and the public. BMRPD will ensure that the public and the employees of the District are provided with the opportunity to submit suggestions, improvement requests and suggestions about its service. BMRPD will conduct regular feedback sessions with the public, which may take the form of surveys, group sessions, focus groups or open meetings conducted by the Board of Directors. BMRPD will review all feedback received and take action accordingly.

4. Responsibility

It is the responsibility of the District Manager to ensure that this policy document is regularly reviewed and to ensure the most current approved version is available online and publicly available.

5. Changes and Updates

All policies and procedures are subject to ongoing revisions to reflect systems improvements. All online documentation is considered to be the current version.

6. Monitoring and evaluation

These procedures will be reviewed three years from the date of implementation, or earlier should a review be warranted.

7. Associated Documents

BMRPD Community Suggestion Form

8. Procedure

a. Who Can Lodge Feedback

Any person or group of people who live within BMRPD boundaries can lodge feedback and improvement requests.

b. Lodging Feedback

Feedback should be in writing and can be lodged using the BMRPD Community Suggestion Form. Verbal feedback can also be provided by contacting the District Manager, Board of Directors, or any other staff member. In such cases the feedback will be recorded by the BMRPD's District Manager, Board Member or staff member contacted on BMRPD's Community Suggestion Form to ensure that the appropriate follow-up action is taken. The Community Suggestion Form is available at the District's Reception, or on the District's website (www.bearmtnprk.com). Or you may choose to use the Contact Us at - www.bearmtnprk.com/contact-us and use the e-mail as your written feedback.

Once completed, the form should be deposited in the District's "Feedback/Suggestion Box" located in Reception at the District's main office. The District Manager has responsibility for clearing these boxes on a weekly basis including the Contact Us e-mail folders from the District's website. The District Manager will refer the feedback to an appropriate department Manager or to the Board of Directors for investigation and action.

c. Feedback about Employees

Complaints about employees of BMRPD will generally be dealt with in accordance with BMRPD internal employee discipline policies and procedures.

d. Other Feedback

Feedback will be reviewed and investigated by the appropriate District agent. In the case of a conflict of interest, the feedback will be referred to the District Manager or Board of Directors.

e. Response to Customer

Where contact details have been provided by the person submitting feedback, the District will ensure that the person lodging the feedback receives a written response within 60 days of the feedback being registered, assuming the response does not require Board Approval. Should the response require Board approval, the response will be provided based on such approval/disapproval. The District Manager will cause a copy of the response with the original feedback to be saved into the relevant District file. Where the feedback is made in relation to the District Manager's area of responsibility the Board of Director's will assign an neutral party to properly analyze the feedback and ensure that a written response is forwarded to the person providing the feedback with a copy to the District Manager.

f. Review of Customer Feedback Actions

A monthly Feedback Report will be provided by the District Manager to the Board of Directors for review.

g. Record Keeping

All original Community Suggestion Forms are scanned into the relevant BMRPD file by the District staff, along with a copy of the written response from the Manager and any other relevant reports or documents.

Approved: _____



BMRPD COMMUNITY SUGGESTION FORM

We want to hear from you! Please use this form to share your suggestions, ideas, or comments for improving Bear Mountain Recreation and Parks District.

Suggestions will be collected and reviewed by the District Manager and forwarded to the appropriate department within the District or to the Board of Directors. BMRPD pledges to uphold the principles of civil dialogue, to genuinely listen, speak respectfully, and be accountable for our words and actions. Please observe these same principles when submitting your idea.

I believe my idea will (check applicable box below):

Date Submitted: _____

- Prevent Accidents
- Improve the Quality of the Parks
- Improve Services Offered to the Public
- Improve Morale between the District and the Public
- Reduce Costs
- Save Time
- Prevent Waste
- Other: _____

Comment or Suggestion:

Which District employee(s) do you think need to be informed about this suggestion?

Would you like a personal response to your suggestion?

- Yes
- No

If yes, please supply your name and email address in the space below.

Name: _____

Email: _____