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KING COUNTY
OFFICE OF CITIZEN COMPLAINTS
ANNUAL REPORT

Reporting Period

January 1, 1993 - December 31, 1993

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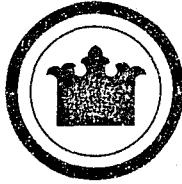
King County Office of Citizen
Complaints/Ombudsman

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Susan Baugh
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of Citizen Complaints**

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March 1, 1994


Metropolitan King County Council
402 King County Courthouse
Seattle, Washington 98104

Dear Councilmembers:

Attached is the 1993 Annual Report for the Office of Citizen Complaints-Ombudsman. The report contains summaries of 278 citizen complaint and 13 ethics violation investigations conducted by the Office. The Office also responded to 819 formal inquiries and 8,525 contacts during the annual reporting period.

The Office of Citizen Complaints appreciates the cooperation of the Council as well as the County Executive and staff during the past year.

Sincerely,


Susan Baugh
Director-Ombudsman

Attachment

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INTRODUCTION

INTRODUCTION

The Office of Citizen Complaints was established by King County voters with the passage of the King County Home Rule Charter in 1968. Section 260 of the Charter (Appendix I) authorized the Office of Citizen Complaints to investigate issues concerning County administrative agencies and operations. The enabling Ordinance for the Office of Citizen Complaints (see Appendix II - King County Code 2.52) was adopted by the County Council in 1970.

The authority of the Office of Citizen Complaints was further expanded in 1990 with the Council's adoption of the Ethics Code (see Appendix III - King County Code 3.04). The Office's authority to investigate and enforce the Ethics Code encompassed alleged violations involving elected officials, boards, and commissions as well as all administrative agency employees.

MISSION STATEMENT

The mission of the Office of Citizen Complaints is to promote public confidence in King County government by responding to citizen and ethics complaints in an impartial, efficient and timely manner, and to contribute to the improved operation of County government agencies by making recommendations based upon the results of objective complaint investigations.

ORGANIZATION

Currently, the Office of Citizen Complaints is staffed by nine employees, including one Director-Ombudsman, four Assistant Ombudsmen, two Public Information Specialists, a Legislative Secretary, and a part-time Office Assistant. The Director-Ombudsman reports to the County Council.

REPORT ORGANIZATION

Each complaint handled by the Office during 1993 is briefly summarized in this report by Department. The Departmental listings are headed by an overview of complaint status by a departmental summary.

Complaints which were closed were classified into one of four categories following the investigation:

- **Resolved** complaints were reconciled.
- **Supported** complaints were corroborated by evidence discovered during the investigation.
- **Unsupported** complaints were not corroborated by evidence discovered during the investigation.
- **Unfounded** complaints were determined to have no basis; Departmental actions were consistent with legal mandates, policies and procedures.

Complaints which had not been closed as of December 31, 1993, were classified as "Open".

Wherever possible, the Council district in which each complainant resided is also identified, and a quick reference table displaying complaints by Council district can be found on page iv. A table showing the total volume of 1993 activities for the Office of Citizen Complaints is also displayed on page iv.

1993 COMPLAINTS BY COUNCIL DISTRICT

COUNTY DISTRICT	COMPLAINT VOLUME
COUNCIL DISTRICT #1	29
COUNCIL DISTRICT #2	10
COUNCIL DISTRICT #3	61
COUNCIL DISTRICT #4	16
COUNCIL DISTRICT #5	40
COUNCIL DISTRICT #6	24
COUNCIL DISTRICT #7	18
COUNCIL DISTRICT #8	30
COUNCIL DISTRICT #9	28

1993 WORKLOAD STATISTICS

NEW ACTIVITY	VOLUME OF ACTIVITIES
CONTACTS - GENERAL	
CONTACTS - JAIL	2507
TOTAL CONTACTS	5465
INQUIRIES - GENERAL	453
INQUIRIES - JAIL	366
TOTAL INQUIRIES	819
COMPLAINTS - GENERAL	202
COMPLAINTS - JAIL	63
COMPLAINTS - ETHICS	13
TOTAL COMPLAINTS:	278
WALK-INS	2880
TOTAL NEW ACTIVITIES	10163

GENERAL COMPLAINT SUMMARIES

DEPARTMENT OF ADULT DETENTION

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	32	Complaints Closed:	75
New Complaints Filed:	59	Resolved:	21
Total Complaints:	91	Supported:	13
		Unsupported:	39
		Unfounded:	2

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
OPERATIONS AND INMATE SERVICES			
9108-028	Jail	Inappropriate officer conduct.	Unsupported
9109-045	Jail	Alleged excessive use of force resulted in injury to inmate's arm, delay in medical treatment, and failure to adhere to Departmental restraint procedures.	Unsupported
9110-003	Jail	Alleged inmate assault by another inmate recently released from disciplinary segregation. Alleged classification error given inmate's violent behavior.	Unsupported
9110-032	Jail	Alleged failure to respond to inmate in deadlock experiencing chest pains.	Unsupported
9111-021	Everett	Alleged excessive use of force.	Unsupported
9112-009	Jail	Inmate placed in racially imbalanced tank and assaulted Deck officer not at post when assault occurred	Supported as to assault by inmates. Corrective action taken. Unsupported as to racial imbalance and absence of officer.
9201-006	Jail	Inadequate response to assault, inadequate medical treatment, and lack of response to information requests	Resolved Assault referred to authorities. Information request procedure revised.
9203-009	Lynnwood	Alleged sexual harassment of inmate.	Open
9205-001	Jail	Alleged that mop wringer and handle left in tank were used as assault weapon.	Supported Corrective action taken.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9206-003	Jail	Alleged unprofessional conduct and unnecessary use of force.	Open
9206-005	Jail	Delayed response to inmate assault. Jail staff provided inmates with cigarettes and lighters.	Resolved Corrective action taken.
9206-007	Jail	Alleged use of excessive force.	Unsupported
9206-020	Jail	Alleged inaction by deck officer when "Protective Custody" inmate shoved and threatened by trusty.	Unsupported
9206-030	Jail	Alleged that officer was reading non-department literature on duty.	Unsupported
9207-009	5	Alleged that officer dragged inmate across floor by hair after questioning treatment of another arrestee.	Unsupported
9207-013	Jail	Alleged use of excessive force resulted in fractured arm.	Resolved Corrective action taken and internal procedures improved.
9208-009	Jail	Alleged use of unnecessary force.	Unsupported Use of force necessary to restrain inmate.
9209-002	5	Alleged unprofessional conduct.	Supported Corrective action taken.
9209-003	Jail	Alleged that officer could have intervened to prevent fight in which injuries were sustained by inmates.	Unsupported
9209-010	9	Alleged that commissary debit card was taken by officer without explanation and assurance that inmate account would be credited.	Unsupported
9209-014	Jail	Alleged that removal of trusty status and reclassification was retaliatory.	Unsupported
9209-020	2	Alleged strep throat contraction due to sleeping on floor for ten days, exceeding 72-hour limit. Hospital treatment and infirmary placement required.	Supported 72-hour limit exceeded; medical care and bedding provided.
9209-021	Jail	Alleged discrimination on basis of sexual identity.	Unsupported

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9209-023	8	Release officer issued inmate a disciplinary infraction, and prevented release rather than obtaining verification of document.	Resolved Inmate found innocent of charge and released. Records reflect error.
9209-027	5	Alleged use of excessive force.	Unsupported
9210-005	Jail	Alleged verbal harassment and destruction of letters, stamped envelopes, and legal paperwork.	Unsupported
9211-003	Jail	Alleged that inmate with degenerative joint and spine disease was not provided adequate medical treatment, and allegation that officers used excessive force when removing inmate's rings.	Unsupported Personal physician called, and inmate housed in infirmary.
9211-008	Jail	Inmate assaulted by other inmates. Inmate requested, but did not receive assistance in filing a police report. Alleged no officer at staff station.	Resolved Police report filed. Unsupported as to absence of officer.
9211-016	Jail	Alleged careless handling of money resulted in loss of fifty dollar bill.	Unsupported
9212-002	Jail	Alleged harassment and discrimination on the basis of sexual orientation.	Unsupported
9212-015	5	Alleged loss of property and unprofessional conduct.	Unsupported
9301-011	Jail	Alleged use of excessive force and inadequate medical treatment.	Unsupported
9301-013	Jail	Alleged withholding of prescribed medication following surgery, failure to process requests for a clean cell, and retaliatory disciplinary sanctions for complaining	Open
9301-016	Jail	Alleged excessive force in booking.	Unsupported
9301-019	Jail	Inappropriate classification resulted in assault and no assistance provided to inmates to file assault charges.	Unsupported
9302-004	Jail	Inadequate control of visiting schedule and need for printed material for visitors.	Resolved Procedures under review.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9302-009	Jail	Questioned overcrowded conditions in booking, placement in isolation, and officer interference in legal proceedings.	Supported Overcrowded conditions; isolation placement and officer intervention justified.
9302-010	Jail	Alleged overcrowded and unsanitary conditions in booking cell and lack of response to request for medical assistance.	Supported Overcrowded conditions; no record of request for medical assistance.
9302-011	Jail	Alleged use of excessive force in booking and by Court Detail officers.	Unsupported
9302-012	Jail	Transfer to Department of Corrections delayed due to misplacement of paperwork.	Resolved Paperwork completed for transfer.
9302-015	Jail	Allegation of inmate assault and failure to inform Complainant regarding status of charges related to assault.	Resolved Assault charges to be filed. Investigation procedures improved.
9302-018	Jail	Six-day delay in release from custody after time served because paperwork not processed.	Resolved Paperwork processed and inmate released.
9302-020	5	Alleged use of excessive force in Booking.	Unsupported
9302-021	5	Alleged use of excessive force in Booking.	Unsupported
9303-001	Jail	Alleged use of excessive force by third shift officers during booking and failure to complete process in a timely manner	Unsupported
9303-005	2	Alleged that inmates were allowed to smoke in ITR holding cells	Unsupported
9303-006	Jail	Alleged unprofessional staff conduct and lack of cultural sensitivity	Unsupported
9303-007	Jail	Delayed release from custody.	Resolved inmate released after paperwork received.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9303-011	5	Alleged that officer was away from "continuous post" creating safety risk. Inmate assaulted and required treatment at Harborview Medical Center.	Open
9303-018	Jail	Alleged assault in clinic waiting room by inmate classified to administrative segregation.	Open
9304-002	Jail	Alleged use of excessive force in Booking area.	Unsupported
9304-010	Jail	Alleged inmate assault when inmate allowed to return to the tank to collect belongings for relocation to administrative segregation.	Supported Department reviewing escort practices.
9304-011	3	Alleged procrastination on fraud investigation resulted in expiration of statute of limitations.	Unsupported
9304-013	Jail	Alleged unprofessional and abusive treatment of inmate workers and consumption of alcohol while on duty.	Unsupported
9304-014	Jail	Alleged misconduct by civilian staff.	Unsupported
9304-017	Jail	Alleged delay in provision of medical treatment following inmate assault.	Supported Inmate's account of assault. However, medical personnel responded in timely manner.
9304-022	Jail	Assistance requested in filing claim.	Resolved Claim processed.
9304-030	Jail	Allegation that Jail staff ignored "Keep Separate From (KSF)" designation and placed Complainant and another inmate into the same holding cell to await release jeopardizing Complainant's safety.	Supported KSF and release information on different computer systems.
9305-007	Jail	Assistance requested in obtaining explanation of DAD procedures.	Resolved Information provided.
9305-014	Jail	Questioned timeliness of DAD bail and release process.	Resolved Release staff instructed to give priority to bail releases.
9305-020	Jail	Deck officer threw commercial roll of toilet paper at inmate in effort to get inmate's attention.	Resolved Corrective action taken.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9305-023	Jail	Alleged that officer struck inmate on head with food tray in attempt to stop fight. Inmate injured and required medical treatment.	Unsupported Officer did strike two inmates with tray in effort to break up fight.
9306-003	Jail	Alleged rude and unprofessional conduct.	Unsupported
9306-009	Jail	Alleged excessive delay in release from custody and placement in overcrowded holding cell.	Unfounded However, Department attempting to streamline release procedures.
9306-021	Jail	Assistance requested in filing assault charge against inmate assailant and with regard to jail placement.	Resolved Assistance provided.
9306-022	Jail	Complainant assaulted by another inmate requested assistance in filing criminal charges.	Resolved Assistance provided.
9306-026	Jail	Incorrect date stamp on inmate property inventory receipt.	Resolved ITR Unit Manager issued reminder to change the date stamp.
9307-001	Jail	Complainant objected to manner in which strip search conducted.	Unsupported Strip search conducted in accordance with State law and Jail policy.
9307-002	Jail	Sixteen (16) hour delay in release from custody after bail posted.	Supported Reduced release staff and three day weekend contributed to delay.
9308-003	Jail	Alleged unprofessional conduct and racist language.	Unsupported
9308-016	Jail	Alleged discrimination on the basis of race and religion.	Unsupported
9308-017	Jail	Alleged use of force.	Open
9308-018	Jail	Alleged assault by another inmate; Complainant maced by officer responding to assault.	Open
9308-022	4	Alleged mistreatment in jail.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9308-025	Jail	Alleged that computer error resulted in eight day delay in transport to Snohomish County after complainant booked on Snohomish warrant.	Supported Officer error resulted in delayed transfer. Inmate immediately transferred.
9308-027	Jail	Alleged use of force and questioned telephone access policy.	Unsupported
9309-002	7	Alleged unprofessional and threatening behavior.	Open
9309-003	4	Alleged excessive force and unprofessional conduct by corrections officer toward citizen seeking information at front desk.	Open
9309-005	5	Twelve-hour delay in release from custody after posting bail.	Supported Jail issued apology and will give release priority to bail and bond postings.
9309-012	Jail	Alleged two-month delay in transfer to the State Department of Corrections.	Resolved Prosecutor contacted and Complainant transferred to State facility.
9309-013	Jail	Alleged two-week delay in transfer to State Department of Corrections after having been sentenced in Superior Court.	Resolved Sentence order reissued, and Complainant transferred to State facility.
9310-(K)2	Jail	Complainant alleged that a corrections officer was selling cigarettes and drugs.	Resolved Information brought to attention of Department Director. Jail and SPD investigation resulted in the arrest of subject officer.
9311-015	Jail	Alleged unprofessional conduct and use of discriminatory language.	Open
9312-(K)2	Jail	Alleged that deck officer denied use of razor because razors were not provided on holidays.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9312-009	Jail	Officers objected to some Jail staff allowing inmates to construct and display Christmas decorations in west wing area. Officers alleged that security of jail is jeopardized by allowing this practice.	Open
9312-011	Jail	Alleged excessive force and retaliatory threats by involved officer.	Open
9312-013	Jail	Alleges denial of medical attention for broken jaw.	Open
COURT SERVICES SECTION			
9308-029	Jail	Alleged preferential treatment given to job candidate and retaliation against Complainant for raising hiring issue.	Open
WORK RELEASE SECTION			
9210-015	Jail	Questioned fairness of Work Release hearing process.	Supported Revisions suggested to meet State requirements and to remove subjective infraction descriptions.
9302-022	Jail	Unfair loss of good time. Work Release policy regarding placement of inmates in NRF for drug treatment questioned.	Resolved Good time restored and placement policy clarified.
9306-004	Jail	Complainant submitted fee waiver request to Work Release several months ago. Acknowledgement of request never received and account now in collection.	Unfounded Waiver request based on experience at WER, however, Complainant entered into settlement with County, making request void.

DEPARTMENT OF ASSESSMENTS

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	5	Complaints Closed:	9
New Complaints Filed:	6	Resolved:	3
Total Complaints:	11	Supported:	3
		Unsupported:	3
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9208-021	8	Alleged excessive valuation of property, and inadequate code enforcement.	Open
9209-019	5	Assessor's Office assigned separate tax parcel numbers to portions of parcels, even though subdivision had not occurred.	Supported However, assignment of separate tax parcel numbers did not violate subdivision requirements.
9211-012	3	Assessor's Office segregated 240-acre parcel into twelve 20-acre parcels, but DDES Planning Division refused to recognize the 20-acre parcels due to Community Plan requirement for an 8-acre minimum lot size.	Resolved Assessments will adhere to Code and stop segregating parcels into lots smaller than the required minimum lot size. Assessments will re-examine the information provided to taxpayers who request segregation.
9212-010	7	Complainant questioned 1992 property tax alleging property was eligible for exemptions.	Unsupported No exemptions indicated; ownership issue.
9212-017	4	Personal property affidavit forms were illegible due to print that was too small and faint.	Resolved Form quality to be improved.
9301-001	5	Questioned whether employee on political leave received regular pay.	Supported Paychecks were issued and then cancelled.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9301-004	7	Questioned Assessor's Office policy for appraising landlocked property in several letters, but Office did not respond to request for information.	Resolved Information and assistance with tax appeal provided.
9305-009	3	Alleged unfair treatment by Assessor's Office staff.	Open
9307-003	9	Questioned announcement of hiring decision two days after application deadline and adherence to open competitive employment process.	Unsupported Layoff/recall employee hired to fill position. Employee had not yet been added to the list when the position was advertised.
9307-006	7	Alleged that Assessor's Office did not inform Complainant of deadline to file tax appeal and provided conflicting information about appeal deadline. Appraisal suggested assessed value \$16,000 higher than fair market value.	Unsupported
9308-008	5	Complainant paid property taxes but unable to obtain clear title to property.	Supported Private legal action required.

BOARD OF EQUALIZATION

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	0	Complaints Closed:	3
New Complaints Filed:	4	Resolved:	0
Total Complaints:	4	Supported:	3
		Unsupported:	0
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9301-003	6	Scheduling arrangement between Board of Appeals and Assessor's Office contributed to delay of tax appeals resulting in hardship for business.	Supported Delays unavoidable due to Assessor's two-year valuation cycle and resources available to hear appeals.
9302-027	4	Delayed processing of tax appeal.	Supported Due to high volume of appeals, appeal hearing spread over two-year cycle.
9303-013	3	Lengthy delay from appeal application to hearing, during which time taxpayer was required to pay higher assessment that was subject of appeal.	Open
9304-033	3	Complainant concerned that audio tape of appeal hearing was not available upon request.	Supported Examiner forgot to turn on tape recorder.

DEPARTMENT OF DEVELOPMENT & ENVIRONMENTAL SERVICES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	23	Complaints Closed:	44
New Complaints Filed:	46	Resolved:	22
Total Complaints:	69	Supported:	10
		Unsupported:	4
		Unfounded:	8

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
GENERAL			
9205-009	A*	Questioned use of County vehicle.	Supported New vehicle policy to be developed.
9303-026	1	Alleged failure to notify applicants of changes in fee schedule.	Supported New fee schedule not provided until new project phase.
BUILDING SERVICES SECTION			
9204-028	8	Permit applicants paid fees for furnace inspections that were not performed. Permit and inspection procedures for furnace installations violate law.	Open
9212-001	6	Water accumulated in crawl space one and a half years after home approved by DDES inspectors. Questioned why this happened since home inspected and approved for occupancy.	Open
9302-002	9	Construction on hilltop caused landslides and damaged Complainant's downhill property.	Open
9302-031	8	Allegation that neighbor built duplex to generate income, not the permitted mother-in-law apartment.	Unfounded Permit issued for allowed use.
9303-025	3	School impact fees approved by Council after Complainant's initiated permit process added almost \$4,000 in fees and resulted in hardship.	Unfounded Ordinance allowed additional fees to be assigned up to date of issuance. Policy issue brought to Council's attention.
*Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9303-026	1	Alleged failure to notify applicants of changes in fee schedule.	Supported New fee schedule not provided until new project phase.
9303-027	8	Clearing and grading violations within the stream channel of Olson Creek severely disrupted the stream and its tributaries as well as caused erosion.	Open
9304-007	A*	Alleged unsafe driving by County employee.	Supported Concern brought to attention of Department Director.
9304-016	3	Alleged illegal filling resulted in drainage problem. County allegedly failed to take appropriate action.	Open
9304-019	A*	Two to four weeks inadequate to respond to conduct initial inspection to complaint of clearing violation.	Resolved Enforcement action immediately taken. However, two to four week response time is average due to staff shortages.
9305-010	9	Objected to release of cellular telephone number after specific request not to release number.	Resolved Department removed cellular number from records.
9306-018	A*	Questioned four-month backlog in processing residential building permits.	Supported DDES issued over-the-counter permits on pre-approved plans, but this process does not aid the custom or one-time builder.
9307-014	3	Requested appeal to Notice and Order of Violation, but request was lost by DDES. Concerned that civil penalties will be charged	Resolved Code Enforcement temporarily misplaced Complainant's timely request for appeal. Civil penalties were rescinded by DDES. Property owner complied with requirements of Notice and Order.
* Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9309-014	9	Two inspectors provided conflicting information on permit renewal requirements on home construction nearing completion.	Open
9310-008	6	Unable to contact DDES staff by phone; when able to leave messages, no one responds to calls.	Supported Apology extended regarding delayed response.
9310-014	Snohomish County	Requested management reconsideration of six month training assignment given scheduled retirement in three months.	Resolved New assignment made based on remaining tenure with DDES.
9311-003	3	Incorrect information provided by permit counter staff which led Complainant to apply for a building permit which is not usable.	Open
ENVIRONMENTAL DIVISION			
9107-008	1	Questioned the selective enforcement relevant to cabins and additions built without required permits.	Open
9203-007	7	Additions made to home without permit and building constructed on County right-of-way.	Unsupported Permits not required because additions, concrete patio and swimming pool construction were more than 15 years old.
9205-006	6	Multi-family construction in a single-family zone.	Unfounded Case transferred to Bellevue following annexation of site.
9206-023	1	Questioned why Code Enforcement case discontinued without notifying complainants.	Resolved Property owner complied with Notice and Order. Code Enforcement does not routinely call Complainants with status reports. They may call to check on progress.
9208-001	3	Questioned why Code Enforcement failed to address unlawful operation of business on residentially zoned property and grading violations.	Open
9208-006	3	Neither Code Enforcement nor Grading would take action on continuing violations of Stop Work Order posted on a mining operation.	Open
9208-020	3	Alleged inadequate enforcement of grading code violation.	Resolved Appropriate code enforcement action taken.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9208-021	8	Alleged inadequate Code Enforcement.	Open
9208-023	8	Alleged zoning code violations.	Resolved Enforcement action taken.
9208-027	6	Requested improvements in the Best Management Practices (BMPs) for clearing and grading activities to improve fire protection.	Unfounded Insufficient evidence to justify additional fire protection.
9209-005	8	Inadequate enforcement of code violations.	Open
9209-016	3	No response to multiple violations of zoning code.	Open
9210-007	6	Requested enforcement action on code violations.	Unfounded Case transferred to Bellevue following annexation of site.
9211-010	7	Questioned why Code Enforcement had not responded to several messages, and had not taken action on a code violation.	Supported Code enforcement failed to respond to messages due to staff shortages and priorities. Council expected to approve code revision to "legalize" code violation.
9301-008	8	Inadequate code enforcement and failure to respond to citizen's letter regarding possible code violations.	Open
9301-012	6	Runoff from new development flooded Complainant's property. Complainant was required to remove fill used to direct water away from home to culvert	Resolved Grading staff working with Complainant to bring into compliance.
9301-018	8	Alleged zoning code violations and inadequate code enforcement.	Resolved Property brought into compliance.
9302-013	A*	Alleged failure to enforce Sensitive Areas Ordinance	Unfounded Permit not required and setback requirements met.
9303-008	1	Requested enforcement action on complaints filed during the past seven years regarding junk cars, tires, trash, paint cans, and mattresses on neighbor's property.	Resolved Enforcement action taken to bring property into compliance with Code.
* Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9303-023	9	Concerns raised about environmental review for commercial projects, specifically regarding wildlife and drainage issues.	Resolved Environmental Checklist explained. County will address drainage issues.
9304-003	7	Questioned a Notice and Order from Development and Environmental Services staff for filling in an area when Public Works crew indicated that filling was permissible.	Resolved Order modified to provide reasonable alternative if timely action taken.
9305-011	Kitsap	Requested correction in merit ranking.	Resolved Correction made.
9306-012	3	Alleged inadequate code enforcement.	Resolved Notice and order issued; operation in violation of code discontinued.
9306-027	3	Requested enforcement action on illegal road sign.	Resolved Sign removed.
9308-001	3	Members of community organization did not receive reports regarding a major development within adequate time to prepare for hearing before the Zoning Adjustor. Requested scheduling change.	Supported Citizens received report three days later than date scheduled; however, DDES not required to issue reports by a certain date. Citizens informed about opportunity to request continuance.
9308-008	8	Complainant initiated the complaint in an effort to resolve ownership issues and obtain a clear title to his property	Supported Private legal action required to resolve ownership issue.
9309-007	9	Alleged ineffective code enforcement of a commercial agricultural operation within a residential neighborhood	Open
9309-016	3	Alleged lack of response to violations of the zoning code.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9310-003	3	Complainant opposed waiver of civil penalties in code violation case.	Unfounded Department rescinded civil penalties because alleged violator submitted timely appeal, which was temporarily misplaced by Code Enforcement Section.
9311-001	8	Alleged retaliation against County employee for raising legal and procedural concerns about the SEPA review process and the possible violation of the County Code of Ethics.	Open
LAND USE SECTION			
9201-005	5	Wrecking and landfill company continued to operate in violation of noise code and grading ordinances. Questioned why enforcement action not taken.	Open
9208-011	3	Questioned conditions on short plat applications for properties below major developments that were more stringent than those for proposed developments upstream. Rules continually changed during process.	Open
9208-012	3	Alleged that DDES employee "facilitated" plan reviews for applicants conducting business with employee's engineering company.	Unsupported Employee requested opinion from Board of Ethics regarding potential conflict between ongoing business and County employment, but withdrew request when laid off.
9210-012	9	Originally told a conditional use permit would not be needed for cottage industry. However, permit was needed to install septic system, and work was initiated on building without permit.	Resolved Building permit needed rather than conditional use permit.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9211-005	3	Alleged significant change in Draft Environmental Impact Statement (EIS) without opportunity for public comment.	Unfounded No requirement for routing of preliminary EIS. Agency modified procedures to ensure routing of Final EIS to all appropriate parties.
9211-015	9	Alleged failure of Utilities Technical Review Committee (UTRC) to process appeal regarding dispute between property owner and water district. Owner wanted to use community well rather than connect to new main.	Resolved Department determined that well can be used. UTRC is developing procedures for future appeals.
9302-029	6	Delay in processing short plat application.	Supported County must obtain easement from City of Seattle before approving plat.
9303-009	3	Inadequate response to complaints about failing drainage system from subdivision approved by County.	Unsupported Pooling caused by extension of driveway rather than development's drainage system.
9303-012	3	Inadequate drainage system approved by County.	Unsupported Pooling caused by extension of driveway rather than development's drainage system.
9304-015	8	Questioned inspector's failure to keep scheduled appointments.	Resolved Staff apologized and scheduled subsequent appointment.
9304-021	3	Seeks assistance in reporting clearing of trees in wetland area.	Resolved Concern conveyed to grading staff.
9306-019	6	Alleged inadequate code enforcement, excessive permit fees, and misinformation about code requirements.	Open
9306-023	9	Cleared property subsequently determined to be in wetland. Alleged that restoration plan required by DDES was excessive.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9308-020	9	Questioned why Grading staff have not taken enforcement action against a gravel and asphalt company which caused damage to wetlands, streams, and county road.	Open
9309-006	3	Inappropriate issuance of shoreline exemption for drainage ditch, and site illegally filled. No action taken to restore wetland.	Open
9309-011	3	Alleged Public Works grading without a valid permit, and that DDES Grading Section authorized work, pending permit approval. Concerned that County did not follow the same process as citizens.	Open
9310-007	3	Objected to excessive County requirements for construction of non-County maintained rural road serving three lots.	Resolved Meeting with DDES staff held and complainant resubmitted engineering plans for short subdivision application.
9310-012	5	Non-compliance with Hearing Examiner's requirement to develop road to handle increased traffic volume.	Resolved Developer given deadline to provide a completion schedule. If developer does not meet deadline, bond forfeiture process will be initiated.
9310-017	3	Alleged excavation of a stream.	Open
9312-001	8	DDES does not provide courteous, knowledgeable services.	Resolved Complainant called when temporary help was filling in and some calls were directed in error. Full-time employee hired and trained to provide courteous and knowledgeable service.

DEPARTMENT OF EXECUTIVE ADMINISTRATION

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	4	Complaints Closed:	11
New Complaints Filed:	15	Resolved:	4
Total Complaints:	19	Supported:	2
		Unsupported:	0
		Unfounded:	5

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
CIVIL RIGHTS AND COMPLIANCE			
9209-028	A*	Alleged hiring for selectively certified position was not in compliance with procedures adopted by OHRM.	Supported Corrective action taken.
9304-031	9	Complainant questioned: 1) why discrimination complaint filed in May 1990 had not been resolved; 2) OCRC's role during conciliation process; and 3) distinction between HUD and OCRC jurisdiction.	Resolved OCRC will issue order, which can be appealed to Hearing Examiner. Fair Housing Ordinance now limits OCRC investigation to 100 days; final disposition to one year.
9305-001	3	Complainant questioned why investigation of discrimination complaint continued for seven years before findings issued.	Resolved OCRC will issue order, which can be appealed to Hearing Examiner. Fair Housing Ordinance now limits OCRC investigation to 100 days; final disposition to one year.
9310-013	5	OCRC failed to investigate Complainant's allegations of discrimination in a timely manner.	Open
9310-020	5	Inadequate response to formal complaints regarding discrimination on the basis of race, gender, and national origin.	Open
* Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
COMPUTER & COMMUNICATIONS			
9304-012	7	Questioned consistency with which a 911 Communications test was administered.	Unfounded Same instructions given to all 140 candidates taking test.
9307-004	8	Questioned personalized message recorded on County voicemail.	Unfounded Insufficient information available to investigate.
LICENSING & REGULATORY SERVICES			
9211-014	3	Alleged unprofessional conduct by Animal Control Officers. Alleged overzealous pursuit of unsubstantiated complaints about Complainant's dogs.	Open
9212-009	3	Questioned refusal of Animal Control to take action regarding dangerous dogs.	Unfounded Action not taken because victim did not file complaint. Contact made to ensure animals under control.
9302-026	5	Inadequate response to complaint of sexual harassment.	Open
9304-032	7	Questioned lack of response to repeated complaints regarding a barking dog.	Open
9305-012	4	Questioned process for handling grievances under County Career Service Guidelines.	Resolved Action taken to ensure that the Career Service guidelines will be applied in a consistent manner.
9306-013	7	Animal Control telephone system required citizens to listen to lengthy menu for options and disconnected callers when system overloaded.	Supported Efforts made to improve system.
9308-010	5	Petition process for filing barking dog complaint inordinately cumbersome.	Resolved Animal Control modified process to provide for immediate notification of barking dog owners that complaint was filed and could potentially lead to enforcement action.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9308-023	5	Questioned insufficient staffing at lunch hour, staff attitude, and misplaced paperwork.	Open
9308-026	3	Inadequate response to Complainant's report about vicious dog that mauled five-year old son.	Open
9310-009	8	Animal Control did not respond to complaint of vicious dog, despite history of complaints.	Open
RECORD AND ELECTIONS DIVISION			
9209-024	2	Alleged sale of addresses to list marketer.	Unfounded Information used by marketers obtained from public records.
PURCHASING AGENCY			
9308-002	7	Questions County's logic in not allowing Complainant to make modifications to term purchase agreement which would result in cost savings.	Unfounded County does not allow vendors to submit bids outside annual bid process.

DEPARTMENT OF FACILITIES MANAGEMENT

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	2	Complaints Closed:	7
New Complaints Filed:	9	Resolved:	3
Total Complaints:	11	Supported:	2
		Unsupported:	2
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
AIRPORT DIVISION			
9306-011	4	Payroll error resulted in financial hardship.	Resolved Internal procedures improved.
9306-025	5	Alleged discrimination and arbitrary enforcement of the Airport's Concession Agreement and Permit.	Open
FACILITIES MANAGEMENT DIVISION			
9204-024	A*	Questioned major expenditure and hiring practices within Facilities Management in view of mandatory budget cutbacks and employee layoffs.	Resolved Employee involved was on loan from another County agency for a special project with Facilities Management, and was subsequently hired by Facilities as a full-time employee.
9211-006	A*	Alleges use of computer for personal business during work hours and lack of corrective action taken by supervisor.	Supported Corrective action taken.
9303-003	5	Alleged unprofessional conduct.	Unsupported
9305-006	4	Complainant struck on head by glass falling from tenth floor of Courthouse.	Supported Immediate repairs made to prevent recurrence of falling glass.
* Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9306-005	5	Requested that Fourth Avenue entrance to the Courthouse be designated "Smoke Free" entrance.	Resolved Ashtrays removed and signs posted to prohibit smoking at entrance.
9306-008	5	Poor air quality and excessive temperatures in Administration Building because heating/cooling system turned off at end of the work day.	Open
9308-011	5	Individual with hearing dog physically removed from the Courthouse. Requested that correction action be taken with regard to personnel involved.	Open
PROPERTY SERVICES DIVISION			
9305-008	3	Questioned lengthy delay in issuance of road access easement.	Unsupported Delay due to valid inquiries and review of options.
9308-008	6	Requested assistance with ownership issues related to property for which the Complainant has paid property taxes.	Open

DEPARTMENT OF FINANCIAL MANAGEMENT

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	1	Complaints Closed:	9
New Complaints Filed:	11	Resolved:	7
Total Complaints:	12	Supported:	1
		Unsupported:	1
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9212-007	4	Protested late payment charge allegedly resulting from County's failure to post payment on time.	Resolved Late charge cancelled.
9301-005	5	Finance Office did not notify taxpayers that they must "pay taxes under protest" to preserve Superior Court appeal rights.	Supported 1994 Tax Statements will include a statement to that effect.
9302-003	7	Alleged unprofessional conduct and rude treatment.	Resolved Incident brought to the attention of Agency director.
9303-010	6	Requested assistance in obtaining a determination on claim filed with Risk Management twenty-three months ago.	Resolved Determination made on claim.
9303-015	6	Questioned personnel practices and lack of training for entry level employees when job description stated training would be provided. Alleged violation of Fair Labor Standards Act (FLSA).	Unsupported Complainant terminated during probationary period. Name placed on re-employment list for previously held job classification. Complainant pursuing FLSA complaint with U.S. Labor Department.
9303-021	1	Tax statement showed overdue balance despite payment to account	Resolved Payment credited.
9305-025	6	Alleged rude and unprofessional treatment by Finance staff.	Resolved Appropriate corrective action taken.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9306-016	Skagit County	No response to two letters requesting payment information on property taxes.	Resolved Finance responded promptly to request.
9307-016	9	Questioned validity of 10-year old District Court debt turned over to collection agency.	Resolved Collection matter settled.
9311-007	2	Office of Finance did not provide necessary information to State Retirement System so employee could be reimbursed for funds paid into the System.	Open
9311-014	2	Office of Finance did not notify State Retirement System of complainant's termination, so employee has not been reimbursed for funds paid into the System.	Open
9312-006	1	Office of Finance late in forwarding child support monies garnished from a King County employee to Snohomish County Superior Court for disbursement to Complainant.	Open

DEPARTMENT OF PUBLIC HEALTH

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	6	Complaints Closed:	18
New Complaints Filed:	25	Resolved:	10
Total Complaints:	31	Supported:	2
		Unsupported:	3
		Unfounded:	3

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
ALCOHOLISM AND SUBSTANCE ABUSE			
9306-015	1	Employment discrimination based on medical condition/disability.	Unsupported
9307-021	3	Termination of treatment at Cedar Hills for refusing to sign "no contact" agreement as part of dispute resolution process.	Unfounded Valid policy requirement to maintain safe, orderly treatment setting.
EMERGENCY MEDICAL SERVICES			
9306-007	A*	Questioned why County advertised only for paramedics certified by University of Washington rather than by the State Department of Health.	Resolved Higher standard of training certification adopted in 1991 by County Council, which resulted in high survival rate from cardiac arrest in King County.
ENVIRONMENTAL HEALTH SERVICES			
9203-007	7	Neighbor laid septic tank at ground level without a drain field resulting in seepage on Complainant's property	Open
9204-011	6	Complainant given preliminary approval for septic system by Health inspector and purchased lot for drainfield based on approval. Septic application was later denied.	Unsupported Complainant appealed to Sewage Review Board.
*Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9210-004	9	Conflicting information provided about numbers and types of permits required to move a mobile home onto a 20-acre farm.	Resolved Correct information provided.
9211-015	9	Alleged failure of Utilities Technical Review Committee (UTRC) to process appeal regarding dispute between property owner and water district. Owner wanted to use community well rather than connect to new main.	Resolved Department determined that well can be used. UTRC is developing procedures for handling future appeals.
9212-004	6	Complainant filed a complaint one year ago about neighbor's illegal use of spring as water source. Questioned why Health Department would not take enforcement action.	Supported Department declined to take enforcement action on existing water system, unless complaints of illness raised or owner seeks new permits for system.
9302-008	8	Requested enforcement action at a residence with no water or septic system, and with junk cars, wood piles, and rats on the property.	Open
9302-030	6	Gravel size requirements incompatible with septic system, and in conflict with State Environmental Protection Agency standards.	Unsupported
9303-008	1	Requested enforcement action on complaints filed during the past seven years regarding junk cars, tires, trash, paint cans, and mattresses on neighbor's property	Resolved Enforcement action taken.
9303-014	1	Questioned agent responsible for ensuring that new septic systems in compliance with code prior to issuance of certificate of occupancy.	Resolved Code requirements outlined in writing.
9305-019	9	Complainant required to dig up septic system which showed no signs of failure.	Open
9305-021	8	Environmental Health employee driving vehicle in an unsafe manner	Resolved Corrective action taken.
9308-024	8	Inconsistent information provided on septic system and drainfield requirements.	Resolved Building permit issued.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9310-011	3	Alleged that the installation of a septic system within the setback limit will adversely affect the water quality at a beach. Action not taken to insure proper location of system.	Open
9310-017	3	Alleged construction of home without a permit and installation of two septic systems without a permit.	Open
9311-002	3	Alleged unresponsiveness to request for testing a water sample for contaminants.	Open
9311-008	3	Multiple, ongoing violation of health and building codes and insufficient enforcement action by Environmental Health and Code Enforcement.	Open
9312-012	A*	Multiple and ongoing health and building code violations. Insufficient enforcement action by Health and DDES staff.	Open
9312-015	4	Requests that enforcement action be taken regarding health hazard at State facility.	Open
JAIL HEALTH SERVICES			
9301-014	Jail	Questioned why Jail Health denied prescription for pain medication issued by Harborview Medical Center surgeon.	Open
PERSONAL HEALTH SERVICES			
9304-018	3	Complainant objected to policy prohibiting immunizations without specific authorization on medical release. Requested written explanation.	Resolved Information on informed consent policy for minors provided.
9305-005	A*	Questioned why the Health Department does not provide immunization information for travelers over the telephone.	Unfounded
9311-002	3	Alleged unresponsiveness to request for testing a water sample for contaminants.	Open
* Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
REGIONAL HEALTH SERVICES			
9209-029	8	Applicant received misinformation regarding delayed receipt of birth certificate.	Resolved System developed to prevent dissemination of misinformation.
9301-006	4	Delayed receipt of birth certificate.	Supported Action taken to improve computer and telephone systems.
9304-026	6	Misuse of government funds. Health Department employee signed letter contained in King County/State of Washington report opining on initiatives against civil rights for gays and lesbians.	Unfounded However, Public Disclosure Commission indicated if proposal becomes ballot proposition, similar conduct could constitute violation.
9304-027	8	Misuse of government funds. Health Department employee signed letter contained in King County/State of Washington report opining on initiatives against civil rights for gays and lesbians.	Open
9308-005	2	Dental clinic funded by County required low income clients to purchase/receive unnecessary services before clinic would complete necessary medical care.	Open
9310-006	3	Citizens with rotary phones unable to access information about Hepatitis Alert Hotline.	Resolved Provisions made for citizens with rotary phones to access Hepatitis Alert Hotline.

DEPARTMENT OF HUMAN RESOURCES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	0	Complaints Closed:	3
New Complaints Filed:	9	Resolved:	1
Total Complaints:	9	Supported:	0
		Unsupported:	1
		Unfounded:	1

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9302-019	8	Alleged that workers' compensation claim arbitrarily denied, misrepresentation by Safety Office to complainant's doctor, and inability to obtain claim denial in writing so appeal could be filed.	Unsupported
9304-005	3	No response to repeated re-classification requests spanning four years.	Open
9304-034	5	Questioned billing for domestic partner's insurance and justification for subtracting the entire bill from one paycheck.	Unfounded Legal requirements prevented flexible start date and payment of benefits.
9306-006	1	Concerns regarding retroactive date of reclassification.	Resolved Employee's reclassification date adjusted.
9306-020	5	Questioned hiring process, OHRM's investigation of concerns, and subsequent termination for lack of work.	Open
9310-018	3	Employee's department appealed OHRM audit ten months ago, but OHRM did not respond to appeal request.	Open
9310-019	8	Employee's department appealed OHRM audit ten months ago, but OHRM did not respond to appeal request.	Open
9310-020	5	Inadequate response to request for investigation of complaint regarding discrimination on the basis of race, gender, and national origin.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9312-003	Snohomish	Requested that claim for workers' compensation be paid or formally denied so appeal could be filed.	Open

DEPARTMENT OF HUMAN SERVICES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	0	Complaints Closed:	3
New Complaints Filed:	4	Resolved:	1
Total Complaints:	4	Supported:	1
		Unsupported:	1
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
COMMUNITY SERVICES			
9312-014	5	Alleged denial of services by the Veterans' Program Office and discrimination on the basis of race.	Open
PUBLIC DEFENSE			
9301-015	Jail	Delayed sentencing and return to state facility due to inadequate representation.	Supported Problem brought to attention of Public Defense Manager.
9304-035	Illinois	Protested payment of bill based upon allegation that legal defense services were inadequate.	Unsupported
9306-029	Michigan	Requested information on whether son was adequately represented when son entered guilty plea.	Resolved Information provided.

DEPARTMENT OF JUDICIAL ADMINISTRATION

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	0	Complaints Closed:	1
New Complaints Filed:	1	Resolved:	1
Total Complaints:	1	Supported:	0
		Unsupported:	0
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9304-001	5	Alleged that fellow employee's behavior created a hostile work environment and that supervisors failed to take corrective action.	Resolved Department intervened on employee issues.

DEPARTMENT OF PARKS, PLANNING AND RESOURCES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	1	Complaints Closed:	4
New Complaints Filed:	4	Resolved:	3
Total Complaints:	5	Supported:	0
		Unsupported:	0
		Unfounded:	1

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
PARKS			
9211-017	3	Inability to use 165 acres of commercial agricultural land because the County had not mitigated impacts of Snoqualmie Valley Trail bisecting property.	Resolved Complainant and County in process of negotiating sale of 101 acres of development and hunting rights, and 35 acres in fee simple to County for open space. Complainant believes this will be a satisfactory mitigation.
9301-009	8	Alleged use of temporary hires to perform work that should be bid.	Unfounded
9307-019	9	Alleged unprofessional conduct.	Resolved Concerns discussed and apology provided.
PLANNING			
9301-002	9	Questioned why County Planning Division restricted use of newly installed sewer line.	Open
9307-017	8	Questioned whether County responsible for correcting inferior roof repair financed by Weatherization Program.	Resolved Information provided.

DEPARTMENT OF PUBLIC SAFETY

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	3	Complaints Closed:	21
Complaints Filed:	23	Resolved:	9
Total Complaints:	26	Supported:	5
		Unsupported:	3
		Unfounded:	4

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
GENERAL			
9211-001	4	Public Safety supervisor disclosed incorrect information about an employee's disability to an officer investigating a traffic accident. Officer reported information to the Department of Licensing, and employee lost license.	Supported Department will revise procedures.
9301-007	9	Alleged County employee's reckless driving caused an accident.	Unfounded Vehicle registered to Enumclaw School District, not County.
9301-017	1	Alleged unprofessional conduct by 911 Operator employed by Kirkland Police. King County contracts with local jurisdictions for 911 service, and jurisdictions are responsible for staff conduct.	Resolved Complainant referred to appropriate agency to pursue complaint.
9302-017	1	Reckless driving by county employee during morning rush hour traffic on busy freeway.	Resolved Corrective action taken.
CRIMINAL INVESTIGATIONS			
9203-014	5	Concerned that hit-and-run charges were not filed due to inaccurate information and investigation.	Supported as to inaccurate information. Officer's report corrected, but charges not filed by Prosecuting Attorney.
9302-016	5	Alleged inability to provide Public Safety with information related to an investigation.	Resolved Information conveyed.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9304-011	3	Alleged insufficient investigation of fraud and procrastination resulted in expiration of statute of limitations.	Open
9308-006	1	Alleged lack of response to request for internal investigation.	Open
FIELD OPERATIONS			
9206-038	1	Impounded vehicle sold after appeal filed and prior to hearing.	Resolved Corrective action taken.
9302-023	7	No uniform policy for gun permit processing at precincts. Alleged that use of community service officers to process permits resulted in misuse of staff and County funds.	Unfounded Permits issued on a uniform basis. Limited clerical staff to process permits.
9303-007	1	Alleged unprofessional conduct by police officer. Questioned whether officers followed Department procedures when complainant placed under arrest and vehicle impounded.	Supported Trespass arrest improper; sufficient basis for arrest on other charges. Parent notification policy reconsidered.
9303-004	3	Alleged reckless driving by County employee.	Resolved Incident brought to driver's attention.
9303-020	8	Concerned that clause in new towing contract for disabled vehicles will cause substantial loss for towing companies. Towing Association told rate negotiations would be held, which did not occur.	Unsupported Tow operators did not counteroffer a rate structure as requested.
9303-024	7	Alleged issuance of citation based on race and denial of access to Internal Investigation Unit records.	Unfounded Procedures followed during incident and subsequent investigation.
9304-006	3	Concerned that clause in new towing contract for disabled vehicles will cause substantial loss for towing companies. Towing Association told rate negotiations would be held, which did not occur.	Unsupported Tow operators did not counteroffer a rate structure as requested.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9304-008	9	Lack of action related to unlicensed youths driving all terrain vehicles in residential neighborhood and on private property.	Resolved Appropriate enforcement action taken.
9305-024	1	Lack of action against a threatening and harassing neighbor.	Resolved Charges filed against neighbor.
9306-014	1	Warrantless search of home by King County Police.	Open
9308-013	5	Inadequate response by police to Block Watch Community report of suspicious activity.	Unsupported Available units responded as quickly as possible in light of other higher priority calls.
9309-016	9	Alleged refusal of police to loosen handcuffs caused injury. Also questioned failure of 911 Communications Center to send patrol officer to take complainant's report regarding handcuff incident.	Supported that handcuffs left marks on wrist, which were adjusted by Officer. Unfounded that 911 acted inappropriately.
9310-004	1	Questioned citizen's use of County radar equipment on busy street without supervision and refusal of Public Safety staff to investigate concerns.	Unfounded Other than valid driver's license to move vehicle, no other license or County supervision required. Investigation completed in timely manner.
9310-005	1	Inconsistent response from police regarding vehicles that appeared to be surveilling complainant's activities	Open
9312-010	6	Alleges misconduct by four King County police officers Misconduct includes failing to identify themselves as police officers, and entering complainant's home without warrant when complainant denied entry to the officers.	Open
TECHNICAL SERVICES			
9304-023	3	Questioned procedures for public auctions and confusion created by simultaneous private auctions.	Supported Procedures consistent with State law, but Department will explore measures to make public auction as clear as possible.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9306-001	4	Requested that Department respond to retired employee's requests to credit vacation days not taken and refund taxes improperly withheld.	Resolved tax issue. Department issued check in the amount of improperly withheld taxes. Not substantiated as to vacation days issue.
9308-032	4	Retired employee not paid for LOEFF Leave Bank hours; Department ignored requests for examination of this issue.	Resolved Department paid Complainant's LOEFF Bank hours consistent with policy that became effective April 1993.

DEPARTMENT OF PUBLIC WORKS

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	11	Complaints Closed:	35
New Complaints Filed:	37	Resolved:	21
Total Complaints:	48	Supported:	6
		Unsupported:	4
		Unfounded:	4

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
ADMINISTRATION			
9306-011	2	Concerned about repayment of excess wages in immediate lump sum payment when Payroll Section responsible for error.	Resolved Improved procedures to more rapidly identify payroll errors, present repayment options, and minimize the financial hardship to employees.
FLEET ADMINISTRATION			
9312-005	A*	Concerned that County property is being used for non-County purposes.	Open
ROADS DIVISION			
9204-006	3	Alleged that work by Road Division crew incomplete and will cause flooding of Complainant's property.	Unsupported
9205-009	A*	Questioned use of County vehicle.	Supported Council and Department currently developing policy on vehicle use.
9211-004	9	Questioned why private roads created in short plat process were open to public use while maintenance was responsibility of private property owners.	Resolved Ordinance provision requiring public access deleted.
* Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9302-006	3	Alleged that driveway access destroyed by plat road construction.	Supported Information on options provided to Complainant.
9302-028	6	Alleged inadequate provision to ensure development of short plat road to County standards.	Resolved Alternatives to improve road to standards provided.
9304-028	A*	Alleged inappropriate use of County vehicles, and questioned basis for personnel selections and promotions.	Resolved Employee counseled; personnel issues unfounded.
9305-002	5	Alleged unsafe driving practices by County driver.	Unsupported Employee's driving skills will be monitored.
9305-022	1	Questioned length of time required for Roads Division staff to take enforcement action on unlawful fence in County right-of-way.	Resolved Illegal fence removed from the right-of-way after formal survey of property.
9306-017	1	Requested enforcement action regarding fences constructed in County right-of-way.	Resolved Enforcement action taken.
9306-027	3	Requested enforcement action regarding illegal sign.	Resolved Enforcement action was taken and sign was removed.
9306-028	1	Alleged that Roads Division filled private property to construct shoulder and install guard rail as well as installed drainage system without permission of owner.	Open
9308-009	1	Gashes in road filled with tar, which failed to set due to the cool summer temperature. The Roads Division has not responded to several requests for repairs.	Unfounded Developer, not County Roads Division, filled cracks in road with asphalt. Although materials and workmanship complied with industry standards, developer will be asked to sand sticky areas.
* Anonymous			

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9308-012	4	Basketball hoop constructed in County right-of-way; concerned that children playing in right-of-way will be hit by cars.	Open
9308-021	7	Allegation that County required Complainant to pay for trees that Complainant removed from his own property.	Unsupported Trees located partially on County property and partially on private property. Complainant and County negotiated price of shared trees.
9308-030	9	Difficulty obtaining responses from County agencies to inquiries about right-of-way, permits, and code enforcement requests on specific project.	Open
9308-031	9	Complainant sprayed with dangerous chemicals that were applied as a weed killer resulting in an allergic reaction.	Unfounded State Department of Transportation conducted the spraying and addressed Complainant's concerns.
9309-015	3	Requested installation of a guard rail along sharp curve to prevent cars from going off the road, over a seventy foot cliff, and onto Complainant's property.	Open
SOLID WASTE DIVISION			
9208-016	6	Inadequate room to maneuver truck up ramp to dumping area because County trailers double parked at entrance to transfer station Complainant hit trailer and was dissatisfied with response to claim for damage to car.	Resolved Double parking trailers prohibited.
9208-018	8	Parking citation issued to County vehicle parked in passenger load only zone outside Administration Building for three hours. Question raised as to whether County or employee will pay for citation.	Resolved Fine paid by employee.
9212-005	2	Reckless driving endangered several pedestrians.	Resolved Corrective action taken by agency.
9212-007	4	Protested late payment charge allegedly caused by County's failure to post payment in timely manner.	Resolved Late charge cancelled.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9305-003	1	Lack of adequate supervision at Houghton Transfer Station created hazardous condition for public.	Supported Department working with union to resolve.
9305-026	8	Alleged unsafe conditions for employees due to design of cashier booths and inadequate response to requests for assistance related to on-the-job-injury.	Supported booth design problems. However, response to on-the-job injury was appropriate.
9306-010	9	Questioned whether County employee's driveway resurfaced at County expense and if small structure belonged to employee or the County.	Resolved Resurfacing completed in compliance with County policy; corrective action taken on structure.
9308-007	5	Alleged unsafe driving by County truck driver.	Resolved Corrective action taken.
9309-009	3	Alleged unsafe driving by County employee.	Resolved Corrective action taken.
9310-013	5	Alleged that OCRC did not investigate discrimination complaint in a timely manner.	Open
SURFACE WATER MANAGEMENT			
9203-023	3	Surrounding property owners told to accept runoff expelled from commercial and school projects built on wetlands. Concerned about County's protection of established residents.	Supported School district to provide additional drainage analysis and detention for mitigation.
9204-020	3	Requested assurance that new school construction will not worsen drainage problems, including ditch and culvert maintenance.	Resolved School district to provide additional drainage analysis and detention for mitigation.
9209-014	5	Alleged that chain link fence around retention pond was unsafe.	Resolved Problem corrected.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9210-009	1	Complainant's access to property reduced by County road vacation and acquisition of lands for retention ponds. Flooding and erosion also occurred on Complainant's land.	Supported Access reduced but stream crossing can be provided. Drainage solution being considered under Neighborhood Drainage Assistance Program.
9302-005	8	Old culverts cannot handle capacity of drainage from newer, larger culverts installed by County.	Resolved Public Works will correct.
9302-024	8	Inadequate response to complaint of standing water at intersection of South 200th Street and Orillia Road caused by blocked storm drain.	Open
9303-009	3	Inadequate drainage system approved by County and inadequate response to adverse impacts of the faulty system.	Open
9303-022	9	Inadequate monitoring of new development and lack of maintenance for County drainage system causing flooding problems. Requested that area be fenced to protect children from drowning.	Resolved Trash rack constructed over nearby culvert and improved maintenance will mitigate flooding problems.
9304-029	9	Alleged harassment in issuance of Notice and Order for alleged drainage violations.	Resolved File will remain open although no action will be taken unless new issues raised.
9305-004	4	Questioned whether employee performance evaluations and promotions were affected by personal relationships.	Unfounded
9305-015	6	Alleged that performance rating criteria not established until 20 days prior to end of six-month probation period.	Open
9305-017	2	Questioned why members of bargaining unit given preference in hiring decision.	Resolved Two positions were filled--one by Complainant.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9306-030	3	Severe neighborhood drainage problems caused by inadequate drainage controls on nearby subdivision.	Unsupported Investigation discontinued due to litigation against the County.
9307-018	1	Long term flooding and siltation problems due to inadequate drainage system and stream management.	Open
9307-022	3	Capacity of storm drain on County easement inadequate, resulting in damage to Complainant's property.	Open
9308-014	1	Inadequate drainage systems, river management practices and public access adversely impacting properties on Sammamish River.	Open
9309-004	Pierce County	Questioned use of County vehicle for transport to park on lunch hour.	Resolved Executive Order provides that employees using County vehicles on County business may reasonably accommodate meals, other physical needs, and approved breaks.
9310-010	9	Excavation and filling of a County park adjacent to Complainant's condominium complex will adversely affect drainage in the rainy season.	Open
TRAFFIC ENGINEERING DIVISION			
9305-013	3	Questioned delay in adjusting signal controller.	Unfounded Signal timing corrected after formal traffic analysis.

DEPARTMENT OF STADIUM ADMINISTRATION

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	0	Complaints Closed:	2
New Complaints Filed:	2	Resolved:	2
Total Complaints:	2	Supported:	0
		Unsupported:	0
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9307-007	6	Requested assistance in obtaining full-time position after four years as full-time temporary employee.	Resolved Will be hired as full-time County employee.
9308-019	8	Press personnel are given exclusive priority use of the Kingdome elevators following sports events. Complainant questioned whether this policy was correct, whether the County would be liable if a person on crutches, or in a wheelchair, is injured while traveling up or down the ramp.	Resolved Stadium Administration will ensure that the correct information about available service is communicated to disabled patrons.

DEPARTMENT OF YOUTH SERVICES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	0	Complaints Closed:	1
New Complaints Filed:	10	Resolved:	1
Total Complaints:	10	Supported:	0
		Unsupported:	0
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9306-024	1	Protested unfair personnel practices and inappropriate use of County funds for hiring of registered nurses.	Resolved Employee rehired on per diem basis.
9311-004	6	Alleged unprofessional supervision, lack of management response to complaints regarding supervision, and retaliatory disciplinary actions.	Open
9311-009	7	Alleged inaction by DYS to develop a management structure supportive of all workers and free from adverse effects of discrimination.	Open
9311-010	2	Alleged inaction by DYS to develop a management structure supportive of all workers and free from adverse effects of discrimination.	Open
9311-011	5	Alleged inaction by DYS to develop a management structure supportive of all workers and free from adverse effects of discrimination.	Open
9311-012	5	Alleged inaction by DYS to develop a management structure supportive of all workers and free from adverse effects of discrimination.	Open
9311-013	6	Alleged unprofessional supervision, lack of management response to complaints regarding supervision, and retaliatory disciplinary actions.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9311-016	5	Alleged hostile work environment, lack of impartiality by supervisors in day-to-day assignments, unfounded negative 1993 evaluation, and supervisory interference in employee's appeal process.	Open
9311-017	7	Complainant alleges that DYS management retaliated against him for providing testimony in <u>T.I. v. Delia</u> .	Open
9312-008	5	Alleged unprofessional and demoralizing supervisory practices, lack of impartiality by supervisors, lack of appropriate supervision of temporary workers, and wasteful purchasing practices.	Open

**ETHICS COMPLAINTS
ALL AGENCIES**

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	2	Complaints Closed:	7
New Complaints Filed:	13	Resolved:	0
Total Complaints:	15	Supported:	0
		Unsupported:	3
		Unfounded:	4

COMPLAINT	COMPLAINT SUMMARY	DISPOSITION
9210-006	Alleged violation of Ethics Code by granting special consideration and advantage to one candidate over other candidates in selection process.	Unsupported No reasonable cause for finding that the Ethics Code was violated.
9211-009	Alleged violation of Code of Ethics due to conflict of interest among members of HIV/AIDS Planning Council for the allocation of Federal Title I funds.	Unsupported No reasonable cause for finding that the Ethics Code was violated.
9302-026	Alleged use of County equipment by employee for personal benefit and theft of county property.	Open
9303-016	Alleged violation of the Code of Ethics with regard to hiring process.	Unfounded
9303-017	Alleged violation of the Code of Ethics with regard to hiring process	Unfounded
9303-019	Alleged violation of the Code of Ethics with regard to hiring process	Unfounded
9304-009	Alleged violation of the Code of Ethics with regard to hiring process	Unfounded
9304-020	Alleged violation of Code of Ethics' just and equitable treatment provision regarding enforcement of code	Unsupported No reasonable cause for finding that the Ethics Code was violated.
9307-005 9307-008 9307-009 9307-010 9307-011 9307-012 9307-013	Alleges violation of Ethics Code due to summer employment hiring process	Open

COMPLAINT	COMPLAINT SUMMARY	DISPOSITION
9310-001	Alleges violation of Ethics Code with regard to abuse of County time, property, and equipment; and retaliation.	Open

APPENDICES

APPENDIX I

KING COUNTY HOME RULE CHARTER

SECTION 260

Office of Citizen Complaints. The county council shall establish by ordinance an office to receive complaints concerning the operation of county government and shall grant it sufficient power to permit it quickly and efficiently to investigate and to make and publicize recommendations concerning its findings, including the power to subpoena witnesses, documents and other evidence and to administer oaths. The subpoena power of the office of citizen complaints shall be limited to matters under written complaint by a citizen of the county, and any witness shall have the right to be represented by counsel. Any individual who is the subject of a complaint shall have the right to present witnesses in his own behalf.

APPENDIX II

KING COUNTY CODE 2.52

OFFICE OF CITIZEN COMPLAINTS

Sections:

- 2.52.010 Definitions.
 - 2.52.020 Establishment of office.
 - 2.52.030 Appointment of director.
 - 2.52.040 Qualifications.
 - 2.52.050 Term of office.
 - 2.52.080 Organization of office.
 - 2.52.090 Powers.
 - 2.52.100 Matters appropriate for investigation.
 - 2.52.110 Action on complaints.
 - 2.52.120 Right to present witnesses - Consultation with agency.
 - 2.52.130 Recommendations.
 - 2.52.140 Publication of recommendations.
 - 2.52.150 Written reports.
 - 2.52.160 Disciplinary action against public personnel.
 - 2.52.170 Rights and duties of witnesses - Enforcement of subpoenas.
- 2.52.010 Definitions. As used in this chapter, the term:
- A "Administrative agency" means any department, office or other governmental unit, or any employee of King County acting or purporting to act by reason of a connection with the county; but "administrative agency" does not include:
 - 1. any court or judge or appurtenant judicial staff,
 - 2. the members or staffs of the county council,
 - 3. the King County executive or his respective personal staff,
 - 4. the county prosecuting attorney or his staff.
 - B "Administrative act" includes every action (such as decisions, omissions, recommendations, practices, or procedures) of an administrative agency. (Ord. 5869 § 1, 1982; Ord 473 § 1, 1970).
- 2.52.020 Establishment of office. The King County office of citizen complaints is established. (Ord. 5869 § 2, 1982; Ord. 473 § 2, 1970).
- 2.52.030 Appointment of director. The director of the office of citizen complaints shall be appointed by a majority of the members of the county council. (Ord. 5869 § 4, 1982).

2.52.040 Qualifications. The director shall be a registered voter of the United States, shall hold a degree from an accredited college or its equivalent in service to government, shall have a working knowledge of legal and administrative procedures, and shall have experience, and/or knowledge in local government commensurate to the powers of the office. During the term of which he is appointed, he shall be ineligible to hold any other public office of employment. He shall not be a candidate for any public office for a period of two years following the completion of his term as director of the King County office of citizen complaints. The director shall not be included in the classified civil or career service of the county. (Ord. 5869 § 5, 1982: Ord. 473 § 4, 1970).

2.52.050 Term of office. The director shall serve for a term of five years, unless removed by a vote of two-thirds of the members of the county council upon their determination that he has become incapacitated or has been guilty of neglect of duty, misconduct or political activity. The council may appoint an interim director pending the appointment of a new director whenever the term of the director has expired or the office otherwise becomes vacant. (Ord. 10340 § 1, 1992: Ord. 5869 § 6, 1982: Ord. 473 § 5, 1970).

2.52.080 Organization of office.

- A. The director may with concurrence of the council select, appoint, and compensate, within the amount available or budgeted by appropriation, such assistants and employees as he may deem necessary to discharge his responsibilities under this chapter. Such assistants and employees shall not be included in the classified civil or career service of the county.
- B. The director may delegate to other members of his staff any of his authority or duties under this chapter except this power of delegation and the duty formally to make recommendations to administrative agencies or reports to the King County executive and/or the county council. (Ord. 5869 § 9, 1982: Ord. 473 § 8, 1970).

2.52.090 Powers. The director shall have the following powers:

- A. To investigate, on complaint or on his own, any administrative act of any administrative agency;
- B. To prescribe the methods by which complaints are made, received and acted upon; he may determine the scope and manner of investigations to be made; and, subject to the requirements of this chapter, to determine the form, frequency and distribution of his conclusions and recommendations;
- C. To request and he shall be given by each administrative agency the assistance and information he deems necessary for the discharge of his responsibilities; he may examine the records and documents of all administrative agencies; and he may enter and inspect premises within administrative agencies' control;
- D. To administer oaths and hold hearings in connection with any matter under inquiry;
- E. To issue a subpoena to compel any person to appear, give sworn testimony or produce documentary or other evidence reasonable in scope and generally relevant to a matter under inquiry; however, the subpoena power shall be limited to matters under written complaints by a citizen of the city or county;
- F. To undertake, participate in, or cooperate with general studies or inquiries, whether or not related to any particular administrative agency or any particular administrative act, if he believes that they may enhance knowledge about or lead to improvements in the functioning of administrative agencies.

- G. To investigate and enforce the provisions of the Code of Ethics, K.C.C. Ch. 3.04, pursuant to the terms thereof. (Ord. 9704 § 11, 1990; Ord. 473 § 9, 1970).

2.52.100 Matters appropriate for investigation.

- A. In selecting matters for his attention, the director shall address himself particularly to an administrative act that might be:
1. Contrary to law or regulation;
 2. Unreasonable, unfair, oppressive, or inconsistent with the general course of an administrative agency's functioning;
 3. Arbitrary in ascertainment of facts;
 4. Improper in motivation or based on irrelevant considerations;
 5. Unclear or inadequately explained when reasons should have been revealed;
 6. Inefficiently performed; or
 7. Otherwise objectionable.
- B. The director also may recommend strengthening procedures and practices of administrative agencies. (Ord. 473 § 10, 1970).

2.52.110 Action on complaints.

- A. The director shall receive complaints from any source concerning any administrative act. He shall conduct a suitable investigation into the subject matter of the complaint within a reasonable time, unless he believes that:
1. The complainant has available to him another remedy or channel of complaint which he could reasonably be expected to use;
 2. The grievance pertains to a matter outside the power of the office of citizen complaints;
 3. The complainant's interest is insufficiently related to the subject matter;
 4. The complaint is trivial, frivolous, vexatious or not made in good faith;
 5. The complaint has been too long delayed to justify present examination of its merit.
- B. After completing his consideration of a complaint (whether or not it has been investigated) the director shall suitably inform the complainant and the administrative agency or agencies involved.
- C. A letter to the director of the office of citizen complaints from a person in a place of detention or in a hospital or other institution under the control of an administrative agency shall be forwarded immediately, unopened, to the director. (Ord. 473 § 11, 1970).

2.52.120 Right to present witnesses - Consultation with agency.

- A. Any individual who is the subject of a complaint shall have the right to present witnesses and other evidence in his own behalf prior to disclosure of any conclusions or recommendations by the director.
- B. Before publishing a conclusion or recommendation that criticizes an administrative agency or any person, the director shall consult with the agency or person and shall disclose fully the critical findings he intends to publish. (Ord. 473 § 12, 1970).

2.52.130 Recommendations.

- A. If, having considered a complaint and whatever material he deems pertinent, the director is of the opinion that an administrative agency should:
1. Consider the matter further;
 2. Modify or cancel an administrative act;

3. Alter a regulation or ruling;
4. Explain more fully the administrative act in question; or
5. Take any other step, he shall state his recommendations to the administrative agency. If the director so requests, the agency shall inform him, within the time he has specified, about the action taken on his recommendations or the reasons for not complying with them.

B. If the director believes that an administrative action has been dictated by laws whose results are unfair or otherwise objectionable, he shall bring to the attention of the council his views concerning desirable legislative change. (Ord. 5869 § 10, 1982; Ord. 473 § 13, 1970).

2.52.140 Publication of recommendations. The director may publish his conclusions, recommendations and suggestions by transmitting them to the county executive, the county council or to any appropriate committee of the council, the press and others who may be concerned. When publishing an opinion criticizing an administrative agency or person, the director, unless excused in writing by the agency or individual affected, shall include such statement or document that may have been made available to him by way of explaining past conduct or present rejection of the director's proposals. The director shall not publish any interim or confidential reports. (Ord. 5869 § 11, 1982; Ord. 473 § 14, 1970).

2.52.150 Written reports. In addition to whatever reports he may make from time to time, the director on the fifteenth day of January, May and September of each year shall report to the county council concerning the exercise of his functions during the preceding calendar period. In discussing matters with which he has dealt, the director need not identify those immediately concerned if to do so would cause unnecessary hardship. Insofar as the report may criticize named agencies or persons, it must also include their replies to the criticism. (Ord. 5869 § 12, 1982; Ord. 473 § 15, 1970).

2.52.160 Disciplinary action against public personnel. If the director has reason to believe that any public official, employee or other person has acted in a manner warranting criminal or disciplinary proceedings, he shall refer the matter to the appropriate authorities. (Ord. 473 § 16, 1970).

2.52.170 Rights and duties of witnesses - Enforcement of subpoenas.

- A A person required by the director to provide information shall be paid the same fees and allowances, in the same manner and under the same conditions, as are extended to witnesses whose attendance has been required in the courts of this state, excepting that city or county employees who are receiving compensation for the time that they are witnesses shall not be paid the set fees and allowances.
- B A person who, with or without service of compulsory process, provides oral or documentary information requested by the director shall be accorded the same privileges and immunities as are extended to witnesses in the courts of this state.
- C Any witness in a proceeding before the office of citizen complaints shall have the right to be represented by counsel.
- D If a person fails to obey a subpoena, or obeys a subpoena but refuses to testify when requested concerning any matter under examination or investigation at the hearing, the director may petition the Superior Court of King County for enforcement of the subpoena. The petition shall be accompanied by a copy of the subpoena and proof of

service, and shall set forth in what specific manner the subpoena has not been complied with, and shall ask an order of the court to compel the witness to appear and testify before the office of citizen complaints. The court upon such petition shall enter an order directing the witness to appear before the court at a time and place to be fixed in such order and then and there to show cause why he has not responded to the subpoena or has refused to testify. A copy of the order shall be served upon the witness. If it appears to the court that the subpoena was properly issued and that the particular questions which the witness refuses to answer are reasonable and relevant, the court shall enter an order that the witness appear at the time and place fixed in the order and testify or produce the required papers and on failing to obey the order the witness shall be dealt with as for a contempt of court. (Ord. 473 § 18, 1970).