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KING COUNTY
OFFICE OF CITIZEN COMPLAINTS
ANNUAL REPORT

Reporting Period

January 1, 1994 - December 31, 1994

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Susan Baugh
Ombudsman-Director

King County Office of Citizen Complaints

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April 14, 1995

Metropolitan King County Council
1200 King County Courthouse
Seattle, Washington 98104

Dear Councilmembers:

Attached is the 1994 Annual Report for the Office of Citizen Complaints-Ombudsman. The report contains summaries of 165 citizen complaints and 14 ethics violation investigations conducted by the Office. The Office also responded to 990 formal inquiries and 5,137 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,

A handwritten signature in cursive script, appearing to read "Susan Baugh".

Susan Baugh
Director-Ombudsman

SB:jc

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 ten employees, including one Director-Ombudsman, four Assistant Ombudsmen, one Associate Ombudsman, one full-time Public Information Specialist, one part-time Public Information Intern, and two Legislative Secretaries. The Director-Ombudsman reports to the County Council.

REPORT ORGANIZATION

Each complaint handled by the Office during 1994 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, 1994 were classified as "Open."

Wherever possible, the Council district in which each complainant resided is also identified, and a quick reference table displaying complainants by Council district can be found on page iv. A table showing the total volume of 1994 activities for the Office of Citizen Complaints is also displayed on page iii.

1994 COMPLAINTS BY COUNCIL DISTRICT

COUNTY DISTRICT	COMPLAINT VOLUME
COUNCIL DISTRICT #1	5
COUNCIL DISTRICT #2	9
COUNCIL DISTRICT #3	17
COUNCIL DISTRICT #4	3
COUNCIL DISTRICT #5	12
COUNCIL DISTRICT #6	11
COUNCIL DISTRICT #7	3
COUNCIL DISTRICT #8	8
COUNCIL DISTRICT #9	10
COUNCIL DISTRICT #10	8
COUNCIL DISTRICT #11	2
COUNCIL DISTRICT #12	9
COUNCIL DISTRICT #13	11

1994 WORKLOAD STATISTICS

ACTIVITY	VOLUME OF ACTIVITIES
CONTACTS - GENERAL	2451
CONTACTS - JAIL	2686
TOTAL CONTACTS	5137
INQUIRIES - GENERAL	628
INQUIRIES - JAIL	362
TOTAL INQUIRIES	990
COMPLAINTS - GENERAL	225
COMPLAINTS - JAIL	45
COMPLAINTS - ETHICS	23
TOTAL COMPLAINTS	293
WALK-INS	2880
TOTAL ACTIVITIES	9186

GENERAL COMPLAINT SUMMARIES

DEPARTMENT OF ADULT DETENTION

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	17	Complaints Closed:	34
New Complaints Filed:	28	Resolved	5
Total Complaints:	45 ¹	Supported:	6
		Unsupported:	21
		Unfounded:	2

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
OPERATIONS AND INMATE SERVICES			
9203-009	Lynnwood	Alleged failure of Department to adequately investigate allegation of sexual assault.	Supported Agreement with Seattle Police Department will promote cooperation and faster investigations.
9206-003	Jail	Alleged unprofessional conduct and unnecessary use of force.	Unsupported Department records insufficient to respond to allegations.
9206-020	Jail	Alleged inaction by deck officer when "Protective Custody" inmate shoved and threatened by trusty.	Unsupported Corrective action taken.
9301-013	Jail	Alleged withholding of prescribed medication following surgery, failure to process requests for a clean cell, and retaliatory disciplinary sanctions for filing complaint.	Unsupported
9303-011	5	Alleged that officer was away from "continuous post" creating safety risk. Inmate assaulted and required treatment at Harborview Medical Center.	Unsupported
9303-018	Jail	Alleged assault in clinic waiting room by inmate classified to administrative segregation.	Resolved Jail acknowledged assault and assailant's security level increased.

¹ The majority of inmates in the King County Jail have unlimited access to the Ombudsman's Office via a free telephone system called "speed dial" in each inmate housing area. The speed dial telephones enable inmates to readily contact courts, public defenders, some community service agencies, and our Office. This ease of accessibility may contribute to the volume of complaints and inquiries received by the Ombudsman's Office.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9308-017	Jail	Alleged unnecessary use of force.	Unsupported Use of force was reasonable to control violent inmate.
9308-018	Jail	Alleged assault by another inmate; complainant maced by officer responding to assault.	Supported Jail acknowledged assault; inadvertent macing due to commotion in tank.
9308-022	4	Alleged mistreatment in jail.	Withdrawn
9309-002	7	Alleged unprofessional and threatening behavior.	Unsupported
9309-003	4	Alleged excessive force and unprofessional conduct by corrections officer toward citizen seeking information at front desk.	Unsupported
9311-015	Jail	Alleged unprofessional conduct and use of discriminatory language.	Unsupported
9312-002	Jail	Alleged that deck officer denied inmate use of razor because razors were not provided on holidays.	Unfounded Razors not provided if inmates not scheduled outside living areas.
9312-007	Jail	Alleged that Department failed to take adequate measures to prevent and document patterns of sexual harassment.	Resolved Department Director will continue to pursue all specific reports of sexual harassment.
9312-009	Jail	Officers alleged that security of jail jeopardized by allowing inmates to construct and display Christmas decorations in West Wing.	Supported Department policy is to provide low security inmates with Christmas decoration material.
9312-011	Jail	Alleged excessive force and retaliatory threats by corrections officer.	Unsupported
9402-014	Jail	Requested Department response to complaint filed regarding conflicts with a fellow officer, and that Department comply with internal complaint guidelines.	Unsupported Department did conduct investigation, but did not communicate findings to complainant. Findings were reported to complainant and appropriate actions were taken regarding issues with fellow officer.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9403-002	Jail	Complainant objected to jail's new policy on soap distribution, which was not adequate to allow indigent inmates to maintain minimum cleanliness.	Resolved Quality of soap improved as well as the quantity issued to inmates at booking and when ordered from the commissary.
9403-011	7	Alleged several hour delay in release from custody.	Supported Jail acknowledged the complainant experienced excessive delay in release from custody.
9403-015	5	Alleged that jail did not reasonably accommodate complainant's disability with regard to medical treatment and housing placement.	Supported Historical records document disabilities. Disabilities noted on official records to ensure appropriate housing assignment if detained in future.
9404-001	10	Alleged excessive use of force in booking area.	Unsupported Accounts of incident differ, and no witnesses to support or dispute either account.
9404-006	Jail	Alleged that officers watched while complainant was assaulted by another inmate in housing area.	Unsupported DAD staff followed procedures in the separation and removal of both inmates.
9404-015	Jail	Alleged unprofessional and threatening conduct.	Unsupported
9405-001	Jail	Corrections officer alleged that jail operations are disrupted by the Department's practice of conducting Jail tours for the general public.	Unsupported Jail tours are a common practice, not unique to King County. Officer referred to union for tour policy information.
9405-004	Jail	Alleged that jail staff asked other inmates to move complainant after he sustained a back injury by slipping and falling on wet cell floor.	Unsupported Jail Health staff consulted, and ambulance called to transport complainant to Harborview to evaluate injury.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9406-002	Jail	Alleged use of excessive and unnecessary force.	Unsupported Inmate sustained minor injuries; however, there were no witnesses to incident.
9406-003	Jail	Alleged that requests for assistance in filing criminal charges against assailant have not been answered.	Open
9406-007	Jail	Alleged excessive delay in release after posting bail.	Unsupported Delay occurred, but records did not indicate time bail money was received.
9406-009	Snohomish County	Alleged use of excessive force in booking area.	Unsupported Department indicated that force used was appropriate to restrain intoxicated inmate.
9406-011	Jail	Promotional examination conducted solely by hiring authority rather than a two-to-three member panel. Questioned whether practice was consistent with Career Service Guidelines.	Withdrawn
9407-001	Jail	Alleged excessive force by corrections officers in the booking area.	Unsupported Jail Staff, complainant, and inmate witnesses provided conflicting testimony.
9407-006	NA ²	Alleged that Department not in compliance with State statute requiring annual training for corrections officers.	Open
9408-010	Lynnwood	Alleged unprofessional behavior by Jail reception staff. Objected to filthy condition of reception area.	Supported Corrective action taken to address staff and reception area issues.
9408-011	13	Alleged officers failed to intervene in a timely manner when complainant was attacked by another inmate.	Unsupported Jail staff responded immediately to Code Blue and relocated attacker to disciplinary housing.
9409-004	Jail	Alleged unprofessional conduct and mistreatment of inmates in jail infirmary.	Open

² Not Available or Not Applicable due to out of County jurisdiction.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9409-013	Jail	Alleged mistreatment by corrections staff during relocation after suicide attempt.	Open
9409-018	NA	Alleged discrepancy in Department records on Ethnic/Gender Workforce Analysis.	Open
9410-001	10	Alleged lack of cooperation and retaliatory behavior by work release staff.	Unfounded Work release staff acted according to established procedure. Retaliatory behavior not evidenced.
9411-012	Jail	Alleged unprofessional conduct; use of excessive force; and excessive use of pepper-mace.	Open
9411-014	Jail	Alleged use of excessive force in booking.	Open
9412-004	NA	Alleged denial of medical attention.	Open
COURT SERVICES SECTION			
9308-029	Jail	Alleged preferential treatment given to job candidate and retaliation against complainant for raising hiring issue.	Resolved Department expunged complainant's personnel file of probation-related materials.
INMATE SERVICES SECTION			
9411-019	Jail	Alleged unresponsiveness to kites requesting a review and assistance after placement in high-custody location after transfer from NRF.	Open
WORK RELEASE SECTION			
9402-020	Jail	Work release inmates on clean-up crew alleged that health jeopardized by exposure to medical waste when forced to remove medical waste from garbage dumpster.	Resolved Department will instruct inmates not to dispose of medical waste and to contact Facilities Management personnel for proper disposal.
9403-017	4	Alleged rude and unprofessional treatment by staff.	Unsupported Staff person involved recalls communication with complainant was difficult, but subject staff person was never rude or out of line.

DEPARTMENT OF ASSESSMENTS

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	2	Complaints Closed:	3
New Complaints Filed:	3	Resolved:	0
Total Complaints:	5	Supported:	3
		Unsupported:	0
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9208-021	8	Alleged excessive valuation of property.	Open
9305-009	3	Alleged unfair treatment by Assessor's Office staff.	Supported Assessor based omit valuation on incorrect information. Complainant successfully appealed to Board of Equalization.
9401-002	10	Alleged that format of personal property tax form is difficult to decipher and should be revised.	Supported Department retained consultant to revise form to minimize taxpayer confusion.
9403-022	2	Complainant not notified by either Departments of Development and Environmental Services or Assessments that an exemption for improvements on single family home was available until remodel completed, preventing complainant from filing for tax exemption.	Supported Due to staff shortage, the Department failed to mail notification to complainant in a timely manner.
9411-020	NA	Taxpayer requested reduction in 1989 assessed value based on successful appeal of 1990 assessed value.	Open

BOARD OF EQUALIZATION

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

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9303-013	3	Lengthy delay from date of appeal application to hearing, during which time taxpayer was required to pay tax on higher assessment that was subject of appeal.	Resolved October tax payment will be adjusted if taxpayer successful in obtaining a reduction in property tax.

BOUNDARY REVIEW BOARD

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

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9409-003	NA	Alleged misuse of County resources.	Open

DEPARTMENT OF DEVELOPMENT AND ENVIRONMENTAL SERVICES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	24	Complaints Closed:	31
New Complaints Filed:	28	Resolved:	15
Total Complaints:	52	Supported:	11
		Unsupported:	2
		Unfounded:	3

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
BUILDING SERVICES DIVISION			
9204-028	8	Permit applicants paid fees for gas furnace inspections that were not performed as required by State law.	Supported Building Services Division instituted a comprehensive gas furnace permit inspection program.
9212-001	6	Water accumulated in crawl space after home approved for occupancy by DDES inspectors.	Resolved Builder did not comply with inspection requirements. Builder now in compliance.
9304-016	3	Alleged illegal filling resulted in drainage problem, and County failed to take appropriate action.	Resolved Corrective action taken to mitigate flooding damage on complainant's property.
9309-014	9	Two inspectors provided conflicting information on permit renewal requirements for home construction nearing completion.	Resolved Renewal fee was waived because of unusual circumstances, pursuant to King County ordinance.
9311-003	3	Incorrect information provided by permit counter staff which led complainant to apply for a building permit which was unusable due to prohibitive sprinkler requirement.	Resolved Complainant received correct information and waiver of sprinkler requirement.
9401-010	NA	Alleged contamination of water by neighbor and relocation of house onto property without a permit.	Supported Property owner given notice to stop draining wash water on the ground. Permit issued to move house onto property.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9402-011	13	Alleged DDES failed to take action regarding a code violation for more than one year.	Resolved Timely and effective action taken after complaint re-filed in 1994.
9404-017	13	Alleged that DDES's Code Enforcement has been unresponsive to complaint about: 1) neighbor operating car repair business out of his home, 2) spray-painting cars on front lawn, and 3) improper oil disposal.	Resolved Code Enforcement responded to code violations.
9409-011	NA	Alleged receipt of conflicting and inaccurate information from staff regarding building permit process.	Open
9410-008	3	Alleged inconsistent information was given by several DDES staff with regard to the approval of an expired building permit.	Open
9411-006	8	Alleged delayed Code Enforcement action and inadequate drainage controls in the construction of a barn without a building permit.	Open
9411-008	8	Questions DDES's decision to grant permits which allowed neighbor to negatively impact both her property and County property.	Open
9411-018	1	Believes building permit process is prohibitive to the public who are not professionals in building and development.	Open
ENVIRONMENTAL DIVISION			
9107-008	1	Questioned selective enforcement action on cabins and additions built without required permits.	Open
9208-001	3	Questioned why Code Enforcement failed to address unlawful operation of business on residentially zoned property and grading violations.	Supported Certificate of non-compliance issued in 1991; no follow-up on illegal operation of business or response to 1992 complaints; Notice and Order issued.
9208-006	3	Neither Code Enforcement nor Grading responded to continuing violations of Stop Work Order posted on a mining operation.	Supported Certificate of non-compliance issued in 1991; no follow-up on illegal operation of business or response to 1992 complaints; Notice and Order issued.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9208-021	8	Alleged inadequate enforcement of code.	Open
9209-016	3	No response to multiple violations of zoning code.	Open
9210-007	6	No response to multiple violations of zoning code.	Open
9301-008	8	Inadequate code enforcement and failure to respond to citizen's letter regarding possible code violations.	Open
9309-007	9	Alleged ineffective enforcement of an illegal commercial agricultural operation within a residential neighborhood.	Resolved Rapid response to recurring violations and efforts to educate owners on allowable uses effective in resolving complaint.
9405-002	9	Questioned lack of concern by residential inspectors regarding filling and paving over wetland and impact of surface water runoff on adjacent property on Lake Meridian beachfront.	Open
9406-005	3	Alleged that Grading and Code Enforcement staff unresponsive to complaints about neighbor's illegal filling of property.	Resolved Department addressed issues of coordinating code enforcement inspections; subject property under "Stop Work Order" until violations resolved.
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.	Supported Health Department noted 11 deficiencies and did not approve site permit application. Wrecking company is operating in violation of Superior Court's stipulation, order, and final judgment.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
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.	Supported Site is in landslide and seismic hazard area. Mitigated determination of non-significance was issued. Complainant appealed to Hearing Examiner and subsequently withdrew short plat application.
9209-005	8	Alleged inadequate enforcement of code.	Open
9302-002	9	Construction on hilltop caused landslides and damaged complainant's downhill property.	Supported SAO and P-suffix conditions not in effect for original permit application.
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.	Supported Enforcement action taken to restore stream due to violations on third property. Clearing and grading activities on two properties in sensitive areas did not exceed thresholds.
9306-019	6	Alleged inadequate code enforcement, excessive permit fees, and misinformation about code requirements.	Resolved Excessive fee issue and code requirements clarified.
9308-008	6	Requested assistance with ownership issues related to property for which the complainant has paid property taxes.	Supported Private legal action required to resolve ownership issue.
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.	Unsupported Department of Ecology concurred with DDES's issuance of exemption; permit not required because amount of fill was within established thresholds.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
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.	Unfounded Based on scope of work, clearing and grading permits not required.
9310-017	3	Alleged construction of neighbor's home with expired permit, installation of two septic systems without a permit, and excavation of a stream.	Resolved Permits current; appropriate corrective action taken against discovered violations. Health approved first septic system; alerted to installation of second.
9401-005	6	Inadequate enforcement of ongoing code violations.	Resolved Prompt action taken by Code Enforcement staff and violations corrected.
9401-008	9	Alleged that neighbor's grading will adversely affect complainant's property.	Unsupported
9402-001	NA	Inadequate response to ongoing code violation.	Supported Letter was sent to violator in 5/92 after initial complaint, but no further action taken until 2/94 when additional complaints were received. In 4/94 Code Enforcement closed case when illegal business removed. No fines or penalties assessed.
9402-012	13	Alleged lack of cooperation between DDES and Department of Natural Resources with regard to report of a clearing violation. Questioned the adequacy of lines of communication between divisions within DDES.	Supported DDES will take action to resolve site issues through grading permit process as current application is pending.
9403-003	3	After complainant mitigated inadvertent grading violation, DDES required notice on title that property is a sensitive area. Complainant refused, questioning whether property is a sensitive area.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9403-007	8	Complainant alleged DDES negligently failed to notify of moratorium on property. Complainant reports DDES misinformed prospective buyers, thus chilling their interest.	Withdrawn Although property has sold subject to a sales contract, underlying issues remain unresolved.
9404-012	6	Alleged that DDES staff did not inform complainant that one-year maintenance bond would be required until County accepted road for maintenance. As a result, complainant will have to renew bond.	Resolved Because of incomplete information given to complainant regarding dates for bond period, DDES scheduled an early inspection.
9408-001	12	Alleged delayed County response to reports of a hazardous excavation occurring one and one-half feet from complainant's property.	Open
9408-002	13	Alleged failure of grading staff with regard to enforcement of State Environmental Policy Act conditions.	Unfounded Mitigation requirements under King County's jurisdiction have been met.
9408-008	6	Alleged lack of cooperation and timely follow-up to complainant's request for information resulted in the expiration of grading permit and costly renewal fees.	Resolved Necessary information was provided; the project was completed and approved, and renewal fees were waived.
9408-009	6	Alleged arbitrary enforcement of code related to fence height.	Unfounded Enforcement actions were consistent with code requirements.
9408-014	9	Alleged failure of Land Use Services staff to take enforcement action with regard to neighbor filling a drainage ditch in a sensitive area.	Open
9408-016	8	Alleged unacceptable delay and abrupt change in policy with regard to separate lot recognition process.	Open
9408-022	6	Alleged lack of timely response from DDES in issuing a decision on the variance and approval for building permit.	Resolved Approval for zoning variance and building permit received.
9409-001	3	Alleged that permit approval for installation of water line through designated wetland violates Sensitive Areas Ordinance.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9410-003	3	Alleged unresponsiveness in enforcing County code regarding a riding business that creates noise and traffic in a rural neighborhood, and questioned Department's ability to adequately implement Farm Management Plan considering current backlog and staffing.	Open
9411-010	7	Requested clarification whether one home can be built on lot less than one-quarter acre in area that has been downzoned from R9600 to R4.	Resolved Clarification was provided by Department Director.
9411-017	1	Inadequate requirements for short plat and failure to stop illegal clearing and grading create drainage problems in neighborhood.	Open

DEPARTMENT OF EXECUTIVE ADMINISTRATION

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	7	Complaints Closed:	14
New Complaints Filed:	15	Resolved:	9
Total Complaints:	22	Supported:	0
		Unsupported:	3
		Unfounded:	2

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
CIVIL RIGHTS AND COMPLIANCE			
9302-026	5	Alleged inadequate response to complaint of sexual harassment.	Unsupported Complaint investigated in timely and thorough manner.
9310-013	5	Alleged that OCRC failed to investigate allegations of discrimination in a timely manner.	Unsupported Investigation was thorough, and timeframe consistent with that required for similar investigation processes.
9310-020	5	Inadequate response to formal complaints regarding discrimination on the basis of race, gender, and national origin.	Withdrawn Complaint closed at complainant's request. Complainant completing negotiations for settlement with King County Prosecuting Attorney's Office.
9401-009	5	Questioned bidding procedures for capital project at Harborview Medical Center, and requested clarification on reason local minority-owned businesses were not awarded contracts.	Unfounded Investigation discovered no evidence that bidding procedure for Harborview Medical Project violated King County policy, including KCC 4.18, Minority and Women's Business Enterprises.
9403-023	12	Complainant questioned policy on processing contract approvals required prior to issuance of payment for services. Alleged three-month delay in contract approval.	Resolved Contract approved and final payment processed.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9407-010	Everett	Alleged discrimination by OCRC in its proposal review process by establishing requirements for M/WBE status and subcontracting that are difficult for small business owners to comply with.	Unfounded No basis for investigation. OCRC correctly applied KCC 4.18 in proposed review process.
LICENSING AND REGULATORY SERVICES			
9211-014	3	Alleged unprofessional conduct by Animal Control Officers. Alleged overzealous pursuit of unsubstantiated complaints about complainant's dogs.	Unsupported Information provided to complainants regarding enforcement process. Agency manager sympathetic to some concerns and agreed to change procedures.
9308-023	5	Questioned insufficient staffing at lunch hour, staff attitude, and misplaced paperwork during the processing of complainant's application for disabled parking permit.	Resolved Disabled placards received and apology offered for inconvenience. County Licensing Section to revise original signature policy to allow faxed signature/applications.
9308-026	3	Inadequate response to complainant's report about vicious dog that mauled five-year-old son.	Resolved All staff have been reminded of procedures for dangerous animal cases.
9310-009	8	Animal Control did not respond to complaint of vicious dog, despite history of complaints.	Resolved Written warning notice issued to owners resulting in proper control of animal.
9401-011	2	Telephone recording for vehicle licensing information incorrect.	Resolved Appropriate corrections made.
9403-008	6	Complainants told by Animal Control that dog must be destroyed after biting individual, although complainant complied with King County Code requirements for dangerous dogs.	Resolved Division issued a Certificate of Registration for dangerous dogs to complainant and declined to pursue efforts to have the dog destroyed.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9403-010	12	Animal Control's response to persistent barking dogs and animal cruelty has not effectively controlled problem.	Resolved Animal Control effectively dealt with persistent barking dogs, animal cruelty and control issues. Sgt. Kris Meyer monitoring.
9403-019	12	Questioned consistency of application of Animal Control policies.	Resolved Agency's actions consistent with established policy of responding to calls on a priority basis. Stray animal impounded the day after complaint filed.
9404-009	13	Alleged unresponsiveness of Licensing and Regulatory Services to: 1) investigate lack of compliance with licensing regulations for exotic animals, and 2) investigate nuisances.	Open
9410-002	3	Alleges lack of thoroughness in department's response to complaints about excessive number of horses on neighbor's property.	Open
9411-009	9	Lack of enforcement regarding loose Rottweilers, although Notices of Violations and Orders of Compliance were issued in 1993.	Open
9412-003	1	Alleged that Animal Control used "storm-trooper" tactics in the confiscation of complainant's dog; extreme difficulty in contacting Animal Control staff by telephone; and Animal Control overstepped its authority in destruction of complainant's dog.	Open
9412-006	6	Questions lack of access to information of policies and procedures regarding fees and penalties for the impoundment of livestock.	Open
9412-010	5	Inadequate and inaccurate information by Vehicle Licensing staff resulted in unnecessary trips downtown by complainant. Concerned that supervisor did not acknowledge the importance of staff providing correct information to the public.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
PURCHASING			
9411-007	13	Questions whether Purchasing is now soliciting a bid as a sole-source contract (IT 10473-PAK) that began as a competitive bid process. Complainant questions why he was removed from a mailing list to receive information on this bid and instead received information on a different bid. Additionally, questions why an ineligible bidder received an invitation to bid on IT 10473-PAK.	Open
RECORDS AND ELECTIONS DIVISION			
9402-019	5	Alleged benefits were provided to certain extra-help employees. Requested corrective action to eliminate special benefits for select employees.	Resolved Steps taken to correct inconsistent personnel practices.

DEPARTMENT OF FACILITIES MANAGEMENT

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	3	Complaints Closed:	11
New Complaints Filed:	9	Resolved:	4
Total Complaints:	12	Supported:	4
		Unsupported:	1
		Unfounded:	2

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
AIRPORT DIVISION			
9306-025	5	Alleged discrimination and arbitrary enforcement of the Airport's concession agreement and permit.	Unsupported While some businesses have lease agreements rather than concession agreements and permits, all businesses are legally authorized to operate at the Airport.
FACILITIES MANAGEMENT DIVISION			
9306-008	5	Poor air quality and excessive temperatures in Administration Building because heating/cooling system turned off at end of the work day.	Supported Department took steps to alleviate situation.
9308-011	5	Individual with hearing dog physically removed from the Courthouse. Requested that corrective action be taken with regard to personnel involved.	Resolved County revised practices to comply with Americans with Disabilities Act regarding service animals in County facilities. Written policy will be developed and distributed.
9401-003	2	Requested that netting be installed in Fourth Avenue Courthouse entryway to prevent pigeons from roosting on ceiling ledge.	Resolved Netting installed.
9401-004	2	Alleged harassment by co-worker.	Supported Appropriate action was taken.
9401-012	5	Alleged County's lack of compliance with State law and terms of contract with vendor; failure to follow administrative procedures and harassment by Facilities Management and Real Property Division staff.	Supported County was not in compliance with State policies and terms of formal contract.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9403-009	5	Cigarette thrown out of passenger side window of King County vehicle, indicating a violation of County policy prohibiting smoking in facilities and vehicles.	Resolved Corrective action taken by Department.
9404-011	5	Complainants, trapped in a Courthouse elevator for 20 minutes, believed response by Information Desk staff could be improved.	Supported Safety procedures involving elevator emergencies improved.
9405-010	NA	Complainant concerned that the County plans to prohibit smoking at the Third Avenue entrance to the Courthouse.	Unfounded County ordinance allows smoking at the Third Avenue entrance. Trash cans and ashtrays moved to reduce foraging.
9405-011	2	Questioned the behavior of a Facilities Management worker who sprayed a pedestrian while performing sidewalk maintenance duties.	Unfounded Facilities worker acted in accordance with Department procedure. However, Department reminded work crew to use care with hoses.
9407-002	5	Alleged unresponsiveness by Facilities Management staff to complaints about slippery hallway floor.	Resolved Corrective action taken.
9412-008	10	Alleges new ground lease provisions are not based on fair market rental value as required by King County Code 4.56.	Open

DEPARTMENT OF FINANCIAL MANAGEMENT

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	4	Complaints Closed:	10
New Complaints Filed:	6	Resolved:	5
Total Complaints:	10	Supported:	4
		Unsupported:	1
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9305-025	6	Alleged rude and unprofessional treatment by Officer of Finance staff.	Resolved Appropriate corrective action taken.
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.	Resolved Appropriate corrective action taken.
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.	Resolved Appropriate corrective action taken.
9312-006	1	Office of Finance late in forwarding child support moneys garnished from a King County employee to Snohomish County Superior Court for disbursement to complainant.	Resolved Steps taken to correct late disbursement of child support; complainant states payments now current.
9401-006	10	Complainant objects to County's use of Social Security Numbers as employees' identification numbers; Federal law requires Social Security numbers be kept strictly confidential by all employees.	Supported Finance Office will consider alternatives in development of new accounting and payroll system.
9403-013	5	Requested staffing changes to accommodate high volume of calls during tax season.	Supported Automated information system resulted in staff cuts and decreased service. Temporary help was hired to mitigate problem. Division plans to redirect resources in upcoming budget year.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9403-018	11	Alleged that insufficient staff available to accommodate high volume of calls during tax period.	Supported Plans being developed to redirect resources during next budget cycle.
9404-002	10	Alleged poor planning and general ineffectiveness by the Office of Financial Management in paying contractors in a timely manner.	Unsupported Delay occurred in forwarding payment voucher to Office of Financial Management.
9405-005	12	Alleged claim for damages has been open an inordinate amount of time.	Resolved Risk Management completed processing claim and notified complainant immediately.
9407-009	13	Alleged that Risk Management failed to provide timely notice regarding disposition of claim.	Supported Risk Management acknowledged complaint response delayed, internal tracking process improved, and claim workload adjusted.

DEPARTMENT OF PUBLIC HEALTH

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	10	Complaints Closed:	23
New Complaints Filed:	21	Resolved:	9
Total Complaints:	31	Supported:	8
		Unsupported:	5
		Unfounded:	1

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
ALCOHOLISM AND SUBSTANCE ABUSE			
9403-001	8	County employee made an illegal U-turn in downtown Seattle while operating County vehicle.	Supported Corrective action taken.
9403-006	Mukilteo	Alleged that, due to County error, eight months will have elapsed by the time complainant, who was laid off, receives retirement funds.	Supported Corrective action taken.
9406-012	3	Alleged denial of medical care and lack of responsiveness from Health Department staff regarding investigation of lack of service complaint.	Open
9408-006	NA	Alleged preferential treatment by management in hiring and conditions of employment for three King County staff. Alleged lack of compliance by a County supervisor in adhering to standard office policies and triage procedures used with clients, resulting in injury to staff and clients.	Open
9411-015	Jail	Alleged sexual harassment and retaliation by NRF security guard.	Open
EMERGENCY MEDICAL SERVICES			
9405-008	6	No response to request for security system for Medic One offices in Kent although staff have concerns about loss of property and personal safety.	Resolved Department installed security system and has appropriately addressed staff's concerns regarding property and personal security.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
ENVIRONMENTAL HEALTH SERVICES			
9203-007	7	Neighbor laid septic tank at ground level without a drainfield resulting in seepage on complainant's property.	Unsupported Health Department cannot verify septic failure, and, in absence of failure or permit review process, will not take action.
9302-008	8	Requested enforcement action at a residence with no water or septic system, and with junk cars, wood piles, and rats on property.	Resolved Enforcement action resulted in abatement.
9305-019	9	Complainant required to dig up septic system which showed no signs of failure.	Supported Health Department review triggered by permit for new trailer. System must meet current standards, or complainant must apply for variance.
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 in timely manner to ensure proper location of system.	Supported Septic designer required to submit redesign of septic system, and additional tests were conducted to ensure viability of new system.
9311-002	3	Alleged unresponsiveness to request for testing a water supply sample for contaminants.	Supported County did not respond in a timely fashion to complainant's request; eventual testing results were too late to be useful.
9312-012	NA	Multiple, ongoing violations of health and building codes and insufficient enforcement action by Environmental Health and Code Enforcement.	Resolved DDES and Health now monitoring building and related activities at subject property.
9312-015	4	Requested that enforcement action be taken regarding health hazard at State facility.	Resolved Appropriate enforcement action taken. Facility is required to take permanent corrective action by 1995.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9403-012	3	County required a Waste Management Agreement between homeowners and septic maintenance contractor. Complainant questioned County's role in assuring that contractor adheres to terms of contract.	Unfounded Contractual agreement did not include requirement that the County enforce terms of agreement. Department assisted homeowners in identifying new onsite manager, but emphasized the County had no responsibility to correct deficiencies.
9406-013	3	Alleged that Health Department approved a septic system design which did not meet code requirements.	Open
9407-005	4	Alleged lack of compliance by supervisors with departmental policy prohibiting smoking in the workplace, retaliation by named supervisors, and lack of timely response by management to correct a safety hazard in the workplace that was reported more than two months ago.	Resolved Non-smoking policy has been enforced in workplace and safety hazard corrected. Alleged retaliation is appropriately monitored by management personnel.
9408-004	Pierce County	Alleged that illegal culvert empties onto complainant's property causing raw sewage to drain onto land. Inspection by Health Department in 1990 did not lead to correction.	Unsupported Department's inspection discovered no presence of sewage.
9410-010	3	Questioned inconsistent direction from Health Department and requirement that \$12,000 sand filter system be installed instead of \$1,000 interceptor drain recommended by private engineer.	Open
MEDICAL EXAMINER DIVISION			
9406-004	Pierce County	Complainant questioned release of confidential information prior to positive identification of deceased, release of information to the public prior to notification of family, and untrue information written in case report.	Supported Medical Examiner strengthened procedures and apologized to family, although case report was correct.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
REGIONAL HEALTH SERVICES			
9304-027	8	Alleged 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.	Unsupported Publication of letter did not violate laws, but Ombudsman recommended Department reconsider use of County publications to comment on prospective initiative campaign issues.
9308-005	2	Dental clinic funded by County required low income clients to purchase/receive unnecessary services before clinic would complete urgent dental care.	Unsupported Clinic requires that patients pay for initial examination and cleaning in order to establish treatment plan.
9404-004	9	Complainant promised career service position, but employed as temporary worker for several years. Complainant has not been reimbursed for significant overtime requested by supervisor.	Resolved Issues satisfactorily addressed by settlement agreement.
JAIL HEALTH SERVICES			
9301-014	Jail	Questioned why Jail Health denied prescription for pain medication issued by Harborview Medical Center surgeon.	Supported Jail Health provider staff determined that non-narcotic analgesic was an appropriate substitute for surgeon's prescription.
9403-005	5	Jail Health staff discontinued complainant's medication which resulted in side effects serious enough to necessitate hospital treatment.	Supported Jail Health staff prescribed but failed to administer a substitute medication.
9404-003	NA	Alleged that Jail Health Management has been unresponsive to requests for improved security in the ITR Unit health evaluation room.	Resolved A panic button was installed by Construction and Facilities Management.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9404-005	8	Alleged that Jail Health staff denied medical attention until condition worsened to the point of requiring treatment at Harborview.	Unsupported Records indicate Jail Health staff responded appropriately and timely to complainant's requests for medical attention.
9404-014	NA	Alleged that Jail Health does not promote a safe environment for nursing staff; rewards management for under-scheduling; retaliates against staff for raising legitimate issues; and maintains secret files with false information.	Resolved Health management staff have worked closely with nursing personnel to resolve communication issues; objective scheduling and staffing guidelines have been implemented.
9405-009	Jail	Alleged Jail Health was delayed in assisting complainant after he sustained a back injury by falling on wet cell floor.	Resolved Harborview staff examined complainant and confirmed Jail Health's diagnosis. Jail Health continued to monitor.
9410-007	NA	Alleged several week delay in the confirmation of prescription for psychotropic drugs.	Open
9411-013	Jail	Questioned Jail Health's decision to substitute Harborview prescription for pain medication for an over-the-counter pain reliever.	Open
9411-016	Jail	Alleges inhumane treatment by Jail Health staff.	Open

DEPARTMENT OF HUMAN RESOURCES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	7	Complaints Closed:	9
New Complaints Filed:	7	Resolved:	6
Total Complaints:	14	Supported:	0
		Unsupported:	2
		Unfounded:	1

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9302-026	5	Failure to adequately document past racial and sexual harassment that resulted in County settlement. Failure to respond to sexual harassment complaint and failure to provide support to victims of sexual harassment.	Unsupported Department investigated current complaint in timely and thorough manner. OHRM agreed to follow Ombudsman recommendation to facilitate County payment of sexual harassment victims' counseling costs.
9304-005	3	No response to repeated re-classification requests spanning four years.	Resolved New position created and employee received retroactive pay.
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.	Resolved King County Personnel Board granted reclassification on appeal.
9310-019	8	Employee's department appealed OHRM audit ten months ago, but OHRM did not respond to appeal request.	Resolved King County Personnel Board granted reclassification on appeal.
9310-020	5	Inadequate response to request for investigation of complaint regarding discrimination on the basis of race, gender, and national origin.	Withdrawn Closed at complainant's request. Complainant is completing negotiation on settlement with the King County Prosecuting Attorney's Office.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9312-003	Snohomish County	Requested that claim for worker's compensation be paid or formally denied so appeal could be filed.	Resolved Payment for worker's compensation approved.
9403-004	5	Concerned that OHRM did not advertise an open position in ethnically diverse media.	Unfounded OHRM had no advertising budget for 1994. The Employment Service Specialist position was advertised in the Seattle Times due to broad circulation. There are no County policies dictating use of advertising media.
9406-008	10	Alleged miscommunication of information regarding the amount of sick leave hours resulted in loss of wages.	Resolved Retroactive donation of sick leave hours mitigated financial loss caused by misinformation.
9406-010	NA	Complainant questioned hiring process for Program Analyst III position in Public Works.	Resolved Information provided to complainant on background of raters, total number of applicants, and scoring system.
9409-009	NA	Alleged wrongful termination and lack of disability accommodation.	Unsupported Complainant's disability accommodated for several months, until disability prevented complainant from performing essential job functions. OHRM is currently assisting in job search.
SAFETY AND CLAIMS			
9409-010	NA	Alleged undue delays in determining whether injury claim will be covered and nature of injury.	Open
9411-004	2	Alleged failure to accommodate disability, and retaliation for the filing of a discrimination complaint related to department's lack of accommodation.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9412-001	NA	Alleges OHRM uses unfair hiring practices in filling County engineer vacancies by not advertising individual openings but rather filling positions using lists compiled from past openings.	Open

DEPARTMENT OF HUMAN SERVICES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	1	Complaints Closed:	3
New Complaints Filed:	3	Resolved:	0
Total Complaints:	4	Supported:	0
		Unsupported:	2
		Unfounded:	1

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
COMMUNITY SERVICES			
9312-014	5	Alleged denial of services and discrimination on the basis of race by the Veterans' Program Office.	Unsupported Complainant provided assistance beyond that generally available.
9402-013	NA	Alleged that established County policies were circumvented by engaging in a sole-source professional services contract with a former temporary employee.	Unsupported County procedures were followed, although the qualifying conditions for the sole-source waiver changed subsequent to the approval of the waiver.
MENTAL HEALTH SERVICES			
9407-011	NA	Alleged County employee used County vehicle for personal business.	Unfounded Incident described by complainant was consistent with County policy.
PUBLIC DEFENSE			
9408-018	10	Alleged that Public Defense staff failed to investigate fraudulent claim for public defense services.	Withdrawn Referred to Prosecuting Attorney's Office.

DEPARTMENT OF JUDICIAL ADMINISTRATION

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

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9409-017	11	Employee questions disciplinary action.	Open

DEPARTMENT OF METROPOLITAN SERVICES

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

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9406-015	8	Complainant requests assistance in determining whether the selection process for METRO's Contract Specialist II was open and fair.	Withdrawn
9410-006	2	Complainant questioned the process for handling tort claims against the County.	Open

DEPARTMENT OF PARKS, PLANNING AND RESOURCES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	1	Complaints Closed:	7
New Complaints Filed:	8	Resolved:	3
Total Complaints:	9	Supported:	2
		Unsupported:	1
		Unfounded:	1

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
PARKS DIVISION			
9402-021	3	Requested assistance from County to maintain steps and walkway constructed on County property.	Resolved County ownership of property ascertained; steps and walkway placed on regular maintenance schedule.
9403-020	7	New employee's first paycheck delayed nine weeks because Parks Finance supervisors did not provide sufficient guidance in filling out paperwork.	Supported Department acknowledges staff should have reviewed new employee's paperwork, since it is not uncommon for new employees to misunderstand requirements.
9405-003	9	Questioned County's criteria for choosing operators for permanent facilities and why Fairgrounds sublease was not renewed.	Supported Parks management will improve leasing practices, consistent with established County policies and procedures.
9405-007	12	Alleged that Parks Division failed to properly maintain Beaver Lake Park.	Resolved Parks Division demolished run-down building next to complainant's home and began to landscape site.
9406-014	12	Alleged that Department wasted public resources by mismanagement of repairs and lack of appropriate use of building at Beaver Lake Park.	Unfounded Apparent waste of public resources not due to mismanagement but to determination to use park as day-use-only facility.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9408-005	3	Alleged lack of cooperation and response to complainant's request for a copy of a letter regarding trail revision.	Resolved Complainant provided copy of letter and environmental determination of non-significance.
9408-019	12	Questioned use of County Parks resources to enhance private property.	Unsupported Parks Division appropriately removed tree roots that extended into adjacent private property to prevent sucker growth.
9410-005	1	Alleges unfair and discriminatory policy with regard to swimming lessons at Shoreline Pool.	Open
PLANNING			
9301-002	9	Questioned why County Planning Division restricted use of newly installed sewer line.	Withdrawn

DEPARTMENT OF PUBLIC SAFETY

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	5	Complaints Closed:	8
New Complaints Filed:	7	Resolved:	2
Total Complaints:	12	Supported:	0
		Unsupported:	4
		Unfounded:	2

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
CRIMINAL INVESTIGATIONS			
9304-011	3	Alleged inadequate investigation of fraud and procrastination resulting in expiration of statute of limitations.	Unsupported Case closed on basis it was civil issue.
9308-006	1	Alleged lack of response to request for internal investigation.	Resolved Internal investigation conducted. Criminal charges against complainants were dismissed with prejudice.
FIELD OPERATIONS			
9306-014	1	Warrantless search of home by King County Police.	Open
9310-005	1	Inconsistent response from police regarding vehicles that appeared to be surveilling complainant's activities.	Resolved Police response consistent with Department policy.
9312-010	6	Alleged misconduct by four King County police officers, including failure to identify themselves as police officers and entering complainant's home without warrant when denied entry.	Unsupported Officers were in full uniform and had no reason to believe that complainant denied entry.
9402-010	9	Questioned Public Safety policy with regard to off duty officers' use of police uniforms and vehicles while "moonlighting" as security officers.	Unfounded Public Safety policy regarding off-duty policing activities provides for charging off-duty, private employer fees for use of police uniforms and vehicles.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9402-015	5	Alleged harassment by King County police and that internal investigation of harassment complaint was not thorough.	Unsupported No evidence of harassment was found and the internal investigation conducted by Department was thorough.
9403-016	13	Alleged inconsistency in scheduling applicants for pre-employment screening. Requested reconsideration of denial for re-test on E-911 screening simulator.	Unfounded Miscommunication occurred, but denial made fairly in accordance with policy.
9408-015	NA	Alleged lack of responsiveness from Department to serve a \$5,000 arrest warrant despite knowledge of defendant's location.	Withdrawn Subject of warrant arrested on other grounds.
9408-025	9	Alleged abuse of authority for financial benefit.	Withdrawn
9409-005	4	Alleged lack of accommodation in shift scheduling.	Unsupported Department applied scheduling policy in a consistent manner. Accommodation request not covered by Americans with Disabilities Act guidelines.
TECHNICAL SERVICES			
9412-002	9	Alleges that concealed weapons permit process at Southeast Precinct should be an expeditious process, yet takes three to four weeks.	Open

DEPARTMENT OF PUBLIC WORKS

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	13	Complaints Closed:	19
New Complaints Filed:	20	Resolved:	9
Total Complaints:	33	Supported:	3
		Unsupported:	6
		Unfounded:	1

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
ADMINISTRATION			
9307-015	5	Alleged procedural irregularities in hiring students for summer employment program.	Supported Department will implement recommendations to strengthen summer recruitment and hiring practices.
9412-007	NA	Alleges impropriety and misuse of County funds in the hiring of a retired Public Works employee as temporary employee.	Open
FLEET ADMINISTRATION			
9312-005	NA	Concerned that County property is being used for non-County purposes.	Unsupported
ROADS DIVISION			
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
9308-012	4	Basketball hoop constructed in County right-of-way; concerned that children playing in right-of-way will be hit by cars.	Resolved Property owner agreed to remove post and hoop.
9308-030	9	Difficulty obtaining responses from County agencies to inquiries about right-of-way, permits, and code enforcement requests on specific project.	Resolved Information provided to complainant.
9309-015	3	Requested installation of a guard rail along sharp curve to prevent cars from going off the road, over a 70-foot cliff, and onto complainant's property.	Resolved Guard rail installed along sharp curve.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9401-001	3	Requested assistance from Roads Maintenance staff to keep County right-of-way free of litter.	Unsupported Department agreed to monitor area. Complainant is considering participation in the Adopt-a-Road program.
9402-002	3	County employee operated a King County vehicle in a reckless and unsafe manner.	Unsupported However, employee reminded to adhere to posted speed and to drive with extreme care at all times.
9403-014	12	Seven months after citizen filed complaint about political and other signs on County rights-of-way, Department undecided on enforcement policy.	Open
9403-021	3	Complainant requested assistance in dealing with excess runoff caused by poorly constructed drainage ditch.	Resolved County will remove earth from drainage ditch which may contribute to drainage into complainant's pasture.
9408-012	NA	Policies related to accrual and use of vacation and compensatory time as well as take-home vehicles were not consistently applied.	Open
9409-002	3	Alleged unacceptable delay in construction of sidewalk along roadside which serves as a route to an elementary school.	Open
9411-001	3	Questioned lack of weight restriction on a County road where many accidents have occurred.	Open
9411-002	NA	Roads Maintenance Division recruitment and selection practices are not objective, and promotional opportunities and assignments are based on friendship rather than objective criteria. Lead workers have not provided adequate coordination of tasks and assignments for field projects and may not be qualified for positions.	Open

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9411-003	2	Alleges failure to accommodate disability, and retaliation for the filing of a discrimination complaint related to department's lack of accommodation.	Open
SOLID WASTE DIVISION			
9405-012	13	Alleged that established County hiring process circumvented in the placement of five apprentice welders in full-time Career Service welder positions.	Resolved Solid Waste Division established an objective and consistent hiring and testing process for welder apprentices.
9406-001	6	Alleged that established County hiring process was circumvented in the placement of five apprentice welders in full-time Career Service welder positions.	Resolved Solid Waste Division established an objective and consistent hiring and testing process for welder apprentices.
9406-006	6	Alleges fees charged at Solid Waste Transfer station are burdensome and unfair.	Resolved Complainant was provided with explanation of fee structure set by ordinance.
9408-017	NA	Questioned use of County funds and hiring process for position of assistant supervisor whose only job duty is to supervise two employees.	Open
9408-023	NA	Alleged that supervisor is circumventing career service guidelines in the hiring process.	Unsupported OHRM recruitment procedures were followed.
9409-014	NA	Inadequate Department response to report that lead worker assaulted subordinate during argument.	Open
9410-004	6	Alleged wrongful denial of disposal fee refund request, and lack of timely response.	Unfounded Refund of disposal fee was not warranted. Department regrets untimely response to request for refund.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
SURFACE WATER MANAGEMENT			
9302-024	8	Inadequate response to complaint of standing water at intersection of South 200th Street and Orillia Road caused by blocked storm drain.	Supported County corrected standing water problem by adjusting catch basin grate and cleaning culverts and catch basins.
9303-009	3	Alleged inadequate drainage system approved by County and inadequate response to adverse impacts of the faulty system.	Unsupported Increased pooling due to complainant's efforts to extend driveway, rather than the development's drainage system.
9305-015	6	Alleged that performance rating criteria not established until 20 days prior to end of six-month probation period.	Supported Department agreed to "black out" portions of performance evaluations.
9307-018	1	Long term flooding and siltation problems due to inadequate drainage system and stream management.	Resolved Public Works dredged and installed second vault. In addition, barrier added to prevent children from playing in drain pipe.
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 impact properties on Sammamish River.	Resolved Public Works dredged and installed second vault. In addition, barrier added to prevent children from playing in drain pipe.
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
9408-003	Pierce County	Culvert built between 1982 and 1987 without permit empties onto complainant's property, causing drainage and erosion problems. Investigation by Surface Water Management did not result in correction of problem.	Unsupported Culvert built according to approved plan, and drainage follows natural land contour.

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9408-013	9	Alleged failure of Division staff to take enforcement action in neighbor's filling a drainage ditch.	Open
9411-011	13	Private property is flooded each year due to lack of maintenance on County property.	Open

DEPARTMENT OF STADIUM ADMINISTRATION

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	1	Complaints Closed:	1
New Complaints Filed:	1	Resolved:	1
Total Complaints:	2	Supported:	0
		Unsupported:	0
		Unfounded:	0

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9307-007	6	After four years of full-time service to Stadium Administration as temporary employee, complainant would like a full-time position with benefits.	Resolved Employee given full-time County position. Also received financial settlement for back benefits.
9405-006	NA	Complainant alleged that a County employee is using County property for personal business.	Open

DEPARTMENT OF YOUTH SERVICES

COMPLAINT STATUS		CLOSED COMPLAINT DISPOSITION	
Complaints Previously Filed:	9	Complaints Closed:	12
New Complaints Filed:	5	Resolved:	3
Total Complaints:	14	Supported:	6
		Unsupported:	2
		Unfounded:	1

COMPLAINT	COUNCIL DISTRICT	COMPLAINT SUMMARY	DISPOSITION
9311-004	6	Alleged unprofessional supervision, lack of management response to complaints regarding supervision, and retaliatory disciplinary actions.	Resolved Employee's personnel evaluation issues satisfactorily addressed. However, alleged supervisory issues incompletely mitigated.
9311-009	7	Alleged inaction by DYS to develop a management structure supportive of all workers and free from adverse effects of discrimination.	Supported Complaint closed as condition of settlement between complainant and King County.
9311-010	2	Alleged inaction by DYS to develop a management structure supportive of all workers and free from adverse effects of discrimination.	Supported Complaint closed as condition of settlement between complainant and King County.
9311-011	5	Alleged inaction by DYS to develop a management structure supportive of all workers and free from adverse effects of discrimination.	Supported Complaint closed as condition of settlement between complainant and King County.
9311-012	5	Alleged inaction by DYS to develop a management structure supportive of all workers and free from adverse effects of discrimination.	Supported Complaint closed as condition of settlement between complainant and King County.
9311-013	6	Alleged unprofessional supervision, lack of management response to complaints regarding supervision, and retaliatory disciplinary actions.	Resolved Employee transferred to another unit.

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.	Supported Lead worker terminated, and supervision improved.
9311-017	7	Alleged retaliation by Department management for providing testimony in <i>T.I. v. Delia</i> , an earlier case brought against the Department of Youth Services.	Unsupported Disciplinary action taken against complainant well-documented and justified. No evidence of retaliatory action found as a result of investigation.
9312-008	5	Alleged unprofessional supervisory practices, lack of supervision of temporary workers, and wasteful purchasing practices.	Supported Training and change process has been instituted.
9404-008	NA	Alleged inequitable distribution of overtime.	Resolved Process developed to ensure equitable assignment of overtime.
9404-013	2	Staff member warned that disciplinary action could be taken as a result of investigation of complaints from a staff member whose knowledge and application of Department policy differs from other staff's practices.	Withdrawn
9407-003	8	Alleged that detention officers' paychecks were consistently inaccurate and Department did not recover overpayments made to select staff.	Unsupported Payroll errors minimal in relation to high volume of manual transactions required on automated payroll system. Monthly payroll audit conducted to identify and correct payment errors.
9407-004	Shelton	Juvenile corrections officers object to requirement that mandatory overtime be taken to accommodate training schedule.	Unfounded Management exercised rights, pursuant to Article 3 of bargaining agreement, to schedule mandatory training.
9412-009	1	Complainant alleges lack of due process in investigation of intradepartmental complaint and punitive supervisory practices in application of disciplinary action.	Open

ETHICS COMPLAINTS

ALL AGENCIES

COMPLAINT STATUS	CLOSED COMPLAINT DISPOSITION
Complaints Previously Filed: 9	Complaints Closed: 17
New Complaints Filed: 14	Reasonable Cause Findings: 9
Total Complaints: 23	No Reasonable Cause Findings: 8

COMPLAINT	COMPLAINT SUMMARY	DISPOSITION
9302-032E	Complainant alleged violation of Employee Code of Ethics in personal use of County property.	No Reasonable Cause
9307-005E	Alleged that recruitment and hiring practices for summer employment program violated the Ethics Code.	No Reasonable Cause No basis for finding that Ethics Code was violated.
9307-008E		
9307-009E		
9307-010E		
9307-011E		
9307-012E		
9307-013E		
9310-001E	Alleged abuse of County time, property, and equipment in violation of Ethics Code.	Reasonable Cause Respondent violated Section 3.04.020(A) of the King County Ethics Code by using County materials for personal purposes and by using County equipment, facilities and time for privately-owned construction business.
9402-003E	Alleged arrangement for employment of former County Executive for one day to receive increased retirement benefits was in violation of Ethics Code.	Reasonable Cause Arrangement for employment of former County Executive for one day to receive increased retirement benefits constituted violation of Ethics Code.
9402-004E		
9402-005E		
9402-006E		
9402-007E		
9402-008E		
9402-017E		
9402-018E		

COMPLAINT	COMPLAINT SUMMARY	DISPOSITION
9407-007E	Alleged violation of Code of Ethics by King County Fair official in the negotiation and execution of lease agreements for Fair booth.	Open
9407-008E	Alleged violation of Code of Ethics by King County Fair official in the negotiation and execution of lease agreement for Fair booth, and alleged retaliation against complainant's company for filing complaint.	Open
9408-024E	Alleged conflict of interest in awarding \$10,000 contract.	Open
9408-026E	Alleged conflict of interest in awarding \$10,000 contract.	Open
9409-007E	Alleged violation of Ethics Code by County employees who operate a private engineering and survey business.	Open
9409-008E	Alleged violation of Ethics Code by County employees who operate a private engineering and survey business.	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).