Revised Complaint Process

Objective:
To simplify the Yachats complaint process while making information about complaints more accessible for all interested parties.

Interested Parties:
City staff
Vacation rental owners and property managers
Yachats property owners

Issues of Concern:
- What information will be visible to the public?
- When will a complaint be visible to the public?
- How will rental owners or property managers be notified of an issue?
- Who will have access to the information that is not public?
- How will rental owners or property manager access details about a complaint?
- How will issues be handled over weekends?
- Will rental owners or property manages be provided an opportunity to respond to issues that are raised?
- How will rental owners or property managers respond to issues?

Background:
The City currently pays close to $700 a year to host the document library. The primary reason for hosting the document library with OSU is no longer valid. I am recommending the document library hosting be consolidated with the GoYachats database to save the OSU hosting fee.

The document library performance has been unacceptably slow. The developer and I believe there may be some residual debugging code that needs to be removed.

The current complaint process is a black box to the public. No one has access to all the information. It is not easy to determine the status of a complaint. Creating and processing complaint information is labor intensive and information is not easily accessed or summarized. It is almost impossible to track the number of issues for a given address over an extended period.

Proposed Solution:
This is a proposal for an on-line complaint process to be added to the Yachats document library. The system will include an on-line form that incorporates all of the data found on the current paper complaint form. Anyone wishing to file a complaint will access an e-form on the document library, and submit it. A copy of the initial complaint will be sent to both city staff and the designated property contact person. The property contact person will have time to resolve the problem and will be able to add comments to the initial complaint. City staff will investigate the issue and make a determination whether the complaint is valid. If the local contact is able to resolve the matter, staff will close the item and the person that filed the complaint will be informed by e-mail. If the issue remains open, staff will record notes, add photos, documents, etc to the complaint file and the process will continue until the issues is resolved.

When a complaint becomes active, it will be issued a reference ID and becomes visible on the document library. The visual portion will include a brief title, date, time, status, and address. A visitor to the site will be able to see basic information about when each person submits a response to the system and current status without seeing any of the details.

People will be able to search an address to determine if any complaints have been filed. There will also be an option to quickly access all active / open complaints.

Development Process:
1. Confer with city attorney about potential legal issues with an on-line complaint system.
2. Verify with staff and property owners / managers that the list of concerns is complete.
3. Prepare draft outline of application specifications
4. Obtain an estimate of development cost and completion date.
5. Council approval to proceed.

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