

Date: March 11, 2008

Item No. 3  
File No. \_\_\_\_\_

## SUNSHINE ORDINANCE TASK FORCE

### AGENDA PACKET CONTENTS LIST\*

- Discussion regarding revisions to the Complaint Committee  
Mission Statement, Workplan and Procedures**
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Completed by: Chris Rustom

Date: March 6, 2008

**\*This list reflects the explanatory documents provided**

~ Late Agenda Items (documents received too late for distribution to the Task Force Members)

\*\* The document this form replaces exceeds 25 pages and will therefore not be copied for the packet. The original document is in the file kept by the Administrator, and may be viewed in its entirety by the Task Force, or any member of the public upon request at City Hall, Room 244.



## San Francisco Sunshine Ordinance Task Force

### PUBLIC COMPLAINT PROCEDURE

Consistent with the language and spirit of the San Francisco Sunshine Ordinance (Ordinance) to provide the most open government possible (see City Administrative Code Section (§) 67.1), all inferences and evidence shall be viewed in the light most favorable to the petitioner.

Revised 4/26/2005, Revised as to form Adopted Amendment 5/22/2007

The Sunshine Ordinance Task Force (SOTF) has an obligation under San Francisco Administrative Code §§67.21 (e), 67.30(c) and 12L.1-10 to respond to public complaints.

#### A. In Person or Inquiries by Phone

It is the goal of the SOTF to help the public gain access to public records and meetings. The staff of the SOTF will therefore work with members of the public to help achieve such access in order to avoid the need for filing complaints with the SOTF.

1. The Administrator shall discuss the request with the member of the public and attempt, with the assistance of the City Attorney, to mediate the request.
2. If unable to facilitate access to a desired record or to a public meeting, the SOTF staff shall advise the members of the public of his/her right to file a petition with the Supervisor of Records (the City Attorney's Office) and to pursue the SOTF complaint process, and shall send the complainant a packet of information regarding the complaint process.

#### B. Filing a Complaint with the SOTF

~~All complaints shall go to the Complaint Committee for review.~~

1. A letter or complaint form may be submitted to the SOTF via mail, fax or electronic mail (email), or in person. If a complaint letter is received, the Administrator shall complete a complaint form and send a copy to the complainant. The complaint form shall include a box to indicate if the complainant wants a public hearing before the Task Force or a pre-hearing conference before the Complaint Committee to focus the complaint or to otherwise assist the parties to the complaint. Once filed A-a copy of the complaint shall be sent to the SOTF Chairs of the full Task Force and Complaint Committee, and the SOTF Deputy City Attorney.
2. Upon filing a complaint, the complainant shall given a condensed checklist of procedural requirements (i.e. ~~jurisdictional hearing information~~ complaint process, documentation deadlines, etc.). The responding City department/agency (respondent) shall be sent written notice of the complaint with a checklist of procedures, with a request to respond to the charges in the complaint within 5

business days. The Deputy City Attorney who advises City departments/agencies may assist the respondent in preparing a response to the complaint. (See Addendum)

3. Hearing Schedule:

- (a) If the responding City department (respondent), or the SOTF Deputy City Attorney, (a) do not contest jurisdiction, or (b) there is no request for a pre-hearing conference to focus the complaint or otherwise assist the parties to the complaint, a hearing will be scheduled with the Full Task Force.
- (b) If the responding City department (respondent), or the SOTF Deputy City Attorney, (a) contest jurisdiction, or (b) there is a request for a pre-hearing conference to focus the complaint or otherwise assist the parties to the complaint a hearing will be scheduled with the Complaint Committee prior to the hearing before the Full Task Force.

3.4. The Administrator shall advise the complainant and the affected department/agency of the date, time and location of the Complaint Committee and/or Full Task Force meetings at which the complaint will be discussed. The respondent shall have a knowledgeable representative and/or its custodian of records at the meeting. The Administrator shall inform the respondent both parties of the deadline to submit any supporting documentation. Both parties shall be held to the stated deadlines: five working days before the hearing.

5. The Administrator shall gather all relevant documents prior to the forthcoming hearing/s and shall send the documents to the members for their review. When the documents exceed 75 pages, the complaint will be forwarded without its full exhibits, with an indication that the full exhibits are on file with the Administrator.

4.6. Complaint Committee Hearings:

- (a.) The SOTF Deputy City Attorney, shall provide a written opinion to the Complaint Committee as to whether the SOTF has jurisdiction over the complaint.

~~5. The Administrator shall gather all relevant documents prior to the forthcoming Complaint Committee hearing and shall send them to the members for their review. When the documents exceed 75 pages, the complaint will be forwarded without its full exhibits, with an indication that the full exhibits are on file with the Administrator.~~

- ~~6.(b.)~~ The Complaint Committee shall review the complaint at its next meeting and shall recommend on whether the SOTF has jurisdiction. At this time the The Committee shall also focus the issues for the complainant, respondent and SOTF, or otherwise assist the parties.

7. When the Complaint Committee recommends accepting jurisdiction, it shall do so at the next regular SOTF meeting unless this would result in a violation of the 45-day time limit for resolving complaints (mandated by §67.21); in such a case, a special meeting shall be called to hear on the matter. The complainant may waive the 45-day rule or request a special hearing within the 45-day period.

8. Continuances:

- (a) A complainant may waive the ~~45-day~~45-day rule and if a request for continuance is submitted at least three business days in advance of the scheduled hearing it shall be granted. For request submitted less than three business days in advance or for request for subsequent continuances, the request shall be granted by a simple majority vote of the members present.
- (b) If a respondent submits a request for continuance at least three business days in advance, upon agreement of the complainant the continuance shall be granted. If the complainant does not agree to the continuance, the request for continuance, is not made within three business days, or the respondent is requesting a subsequent continuance, such continuance shall be granted by a simple majority vote of the members present.  
(Adopted 5/22/07)

**C. Public Hearing Procedure**

~~After~~ If jurisdiction is not contested or the Complaint Committee recommends jurisdiction, the complainant and respondent shall receive a written notice of the specific issues that shall be before the SOTF for a hearing, and they shall be advised to submit any evidence no later than 5 working days prior to the hearing.

Documentation

For a document to be considered, it must be received at least 5 working days before the hearing (Tuesday before the actual meeting). At the hearing before the Task Force, should the complainant submit additional documentation that has not been submitted to all parties, he or she shall be given the following options:

- (1) Proceed with the hearing without SOTF consideration of the additional documentation;
- (2) Waive his/her right to a hearing within 45 days and ask for the hearing to be continued; but
- (3) If the additional documentation raises a new issue, the complainant may
  - proceed with the hearing and file a new complaint on the additional issue(s), or
  - withdraw and amend the complaint to include the new issue(s).

**D. Hearing and Findings of the Task Force**

- 1. Prior to the meeting, the ~~Complaint Committee and/or the~~ SOTF Deputy City Attorney shall prepare an instructional letter to assist the SOTF in understanding the issues. All members of the SOTF are responsible for being familiar with the complaint issues prior to the meeting.
- 2. The SOTF shall conduct the public hearing with the complainant and respondent present.

3. After hearing all testimony, the SOTF shall vote on an Order of Determination stating whether the record is public and/or whether the open meeting laws were obeyed.
4. After the SOTF determines whether a violation of the Ordinance has occurred, the complainant and respondent shall be notified in writing.

#### **E. Reconsideration of Task Force Findings**

1. Within 10 days of issuance of the Order of Determination, either the complainant or respondent may petition the SOTF for a reconsideration only if that information exists that was not available at the time of the hearing.
2. The Task Force shall consider the petition at its next scheduled meeting. If a petition for reconsideration is granted, a new hearing on the complaint shall be scheduled at the next SOTF meeting. (Approved by Task Force 10/26/04)

#### **F. Department to Comply with Determination of the SOTF**

1. The Administrator shall send the Order of Determination to the complainant and respondent and request a written response within 5 days, which shall be monitored by the SOTF Compliance and Amendments Committee. If a public records violation is found, the custodian of records shall be ordered to provide the record to the complainant within 5 days after the issuance of the Order of Determination. The Compliance and Amendments Committee shall review whether there has been compliance with the Order of Determination.
2. If there is a failure to comply, the Compliance and Amendments Committee may recommend that the SOTF notify the District Attorney, the California Attorney General, the Board of Supervisors and/or the Ethics Commission, who may take measures they deem necessary to ensure compliance with the Ordinance. A copy of the Order of Determination shall be included with such notification.
3. If appropriate, the respondent and complainant shall be sent a notice that the District Attorney, California Attorney General, Board of Supervisors and Ethics Commission have been contacted, and of the complainant's independent right to pursue the issue in court.

#### **G. Documentation and Information Regarding Individual Complaints:**

1. The Administrator shall keep a file of all documents and a log of all petitions filed with the SOTF, including the date of each petition, the department/agency against which it was made, the nature of the complaint and its status. This shall be in compliance with its records and retention schedule.
2. Copies of all correspondence relating to a complaint shall be sent to all parties.

## Addendum

### Complaint Process

1. You may fill out a complaint form online or access a form at [sfgov.org/site/sunshine](http://sfgov.org/site/sunshine), or you may send your own letter filing a formal complaint. File the complaint with the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Pl., Room 244, San Francisco, CA 94102-4689; or you may send it by fax #to (415) 554-7854 or email to [sotf@sfgov.org](mailto:sotf@sfgov.org).
2. After you file a complaint, the Complaint Committee of the Sunshine Ordinance Task Force (SOTF) shall, if jurisdiction is contested and/or a request for a pre-hearing conference is received, reviews it to determine if the SOTF has jurisdiction and to focus on the relevant issues in the case.
  - Jurisdiction is defined as the authority to address a given issue(s), as specified in the Sunshine Ordinance.
- ~~3. Once the Complaint Committee completes its consideration, the complainant is notified of the Committee's decision.~~
- ~~4.3.~~ If the Complaint Committee finds no jurisdiction over the violations alleged in the complaint, the complainant is notified of the decision and the complainant may request reconsideration before the SOTF at its next scheduled meeting. Should the SOTF find jurisdiction, a full hearing on the merits will be scheduled.
- ~~5.4.~~ If the Complaint Committee finds the SOTF has ~~jurisdiction~~ jurisdiction, the complainant, respondent and SOTF members are notified ~~in writing~~ of the decision.
- ~~6.5.~~ The complaint is then scheduled for a hearing at the next meeting of the SOTF, which has the final say on the jurisdiction issue.
- ~~7.6.~~ If additional information is to be submitted by the complainant or respondent, it must be submitted to the Administrator at least five working days before the scheduled hearing before the Task Force.

If either party submits additional material after the deadline, they will be informed that

  - a. The Task Force may proceed without considering the new material
  - b. The complainant may waive the 45-day time limit and continue the hearing to the next Task Force meeting
  - c. The complainant may withdraw the complaint and file a new complaint
  - d. The complainant may proceed to hearing with their current complaint and file a new complaint and use the new information to support the freestanding separate complaint.
- ~~8.7.~~ After the public hearing, the Task Force shall make an Order of Determination regarding the complaint.

9.8. For further information, contact the Sunshine Ordinance Task Force Administrator, at (415) 554-7724.



**San Francisco Sunshine Ordinance Task Force  
Complaint Committee  
Mission and Work Plan  
Approved 9/26/00  
Reapproved 11/9/04 by Complaint Committee**

Mission

The Complaint Committee will facilitate the complaint process of the Sunshine Ordinance Task Force, towards the goal of helping members of the public obtain the greatest possible access to city government that is permissible by law.

Work Plan

Towards this end, the Complaint Committee shall:

1. Thoroughly review petitions/complaints submitted to the Sunshine Ordinance Task Force (SOTF) so as to ensure their prompt and satisfactory resolution.
2. Make a determination regarding subject matter jurisdiction after hearing the recommendation made by the city attorney.
3. Where the SOTF has jurisdiction and a hearing has been requested, the committee will prepare for the hearing by identifying pertinent legal questions and requesting the necessary legal research, identifying key issues for questioning at the hearing, making sure that all of necessary and other helpful parties have been invited to the hearing, and assisting in the determination of possible conflicts of interest.
4. Where the SOTF has jurisdiction and no hearing has been requested, the committee will first ask the SOTF Administrator to ask the complainant if they want a hearing held on their complaint, and if no hearing is desired, the committee will make an Order of Determination based on the petition/complaint, supporting materials, the response of the City entity in question, and any other relevant information for recommendation to the full SOTF.
5. Work with the SOTF Administrator and legal counsel to further the best level of communication between the SOTF, members of the public and representatives of the city policy body most knowledgeable about the allegations made in a complaint.

6. Ensure that the SOTF, the SOTF Administrator and the city attorney are all following the complaint procedure. This includes helping to make sure that the representatives of the city are cooperating with requests for responses to complaints and sending a representative to the hearings.
7. Review and revise the complaint procedure as needed, and make recommendations to the full SOTF regarding any proposed changes.
8. Address any additional concerns regarding the complaint process and make recommendations for reform to the full SOTF.
9. Other duties as may be determined by the committee or assigned by the full SOTF.