

MASON COUNTY PARKS AND TRAILS APPEAL PROCESS

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Policy

It is the policy of the Mason County Parks and Trails Department to ensure a grievance procedure exists to allow for the prompt and orderly resolution to problems and difference arising between the community members using our resources and departmental requirements and guidelines. This policy outlines the process for submitting grievance for review and final determination by the Mason County Parks and Trails Advisory Board.

Objectives

In establishing this policy, the Mason County Parks and Trails Department seeks to achieve the following objectives:

- Assure Parks and Trails patrons can receive a fair and impartial resolution to problems and complaints not decided by staff of the Mason County Parks and Trails Department.
 - To provide a fair process exists to allow for exceptions when beyond the control of the patron(s).
 - Resolve issues and problems between the existing rules and guidelines established in Mason County Parks and Trails Department in a efficient and effective process, while still considering equal access to all community members.
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Definitions

- Appeal- A serious or urgent request for an exception to policy based on extenuating circumstances.
- Differences – conflicts arising from the interpretation of existing rules and guidelines.
- Community Members-Anyone not in an official capacity using the resources of Mason County Parks and Trails for their leisurely enjoyment.

- Parks and Trails Advisory Board- Appointed community members to set on the PTAB by the Mason County Board of Commissioners.
- Problem- A matter or situation regarded as unwelcome needing to be resolved.
- Process- A series of actions or steps taken in order to achieve a particular end.
- Staff-Employees of the Mason County Parks and Trails Department

Minimum Requirements

1. Appeal Submission.
 - a. Appeals shall be submitted on the appropriate Appeals form.
 - b. Forms can be submitted either by mail, email, or in-person. But must be received within the identified Timeline.
 - c. Submitted Appeals can be withdrawn by the submitter, and designated individual provided by the submitter in writing.
 - d. All Appeals submitted and then withdrawn must be resubmitted in compliance with the established Timeline.
 - e. All submitted Appeals shall be reviewed by the Park and Trails Administration staff for completeness.
 - f. Once reviewed the application is assessed by the Parks and Trails Department Manager, who provides policy and guideline requirements.
 - g. Final review and decision are conducted by the Mason County Parks and Trails Advisory Board.
 - h. Advisory Board decisions are submitted through the administration for formal documentation and return to the submitter.
2. Documentation.
 - a. All Appeals shall be submitted on the designated Appeals Form.
 - b. Supporting documentation shall accompany the submitted Appeal.
 - c. Additional documentation not filed with the submitted Appeal Applications must withdraw the Application, add the additional supporting documentation, and resubmit within the established Timeline.
 - d. Once the application is reviewed by the departmental manager, no changes can be made to the application.
 - e. However, the submitter can request to present their appeal in-person, and can provide their additional documentation.
3. Timeline.
 - a. All time requirements are in conjunction with the monthly meeting of the Parks and Trails Advisory Board, which includes board member review.
 - b. Appeals Application Submission Timeline:
 - i. All applications must be submitted between
4. Appeal Decisions / Settlements.
 - a. All decisions of the Parks and Trails Advisory Board is final.
 - b. Any reversal of policies and guidelines are to coordinated with the department staff.
 - c. Decisions resulting in budget funding impacts or impacts existing scheduling can be overturned by the Mason County Support Services Leadership Group.

- i. Example: The extension of a specific sports season that impacts field preparations, or impacts the schedule of another sport's season.
- ii. Mason County Parks and Trails Advisory Board decisions shall be provided on a separate document, attached to the original Appeals Application.

