

2022 Regular Session

HOUSE BILL NO. 900

BY REPRESENTATIVE SCHAMERHORN

STATE AGENCIES: Provides relative to complaints regarding government service

1 AN ACT

2 To enact R.S. 49:200.2, relative to state agencies; to require a policy and reports regarding
3 government service complaints; to provide for the duties and responsibilities of the
4 division of administration and state agencies relative thereto; and to provide for
5 related matters.

6 Be it enacted by the Legislature of Louisiana:

7 Section 1. R.S. 49:200.2 is hereby enacted to read as follows:

8 §200.2. Governmental service complaint policy

9 A. The division of administration shall establish a uniform policy for
10 handling complaints regarding governmental service provided by state agencies.

11 B.(1) The policy shall include guidelines for all state agencies to utilize to
12 address complaints.

13 (2) In addition, the policy shall require all of the following:

14 (a) All complaints to be assessed and addressed in one or more of the
15 following ways:

16 (i) Investigation, if the assessment indicates a need.

17 (ii) Correction as necessary to avoid repetition of the issue.

18 (iii) Appropriate response.

19 (b) All complaints to be channeled to the agency head together with all
20 documentation regarding the complaint.

1 (c) A mechanism by which all such complaints and the state agency's actions
2 relative to each complaint are reviewed by the division of administration in order to
3 assess the agency's response and to provide uniformity by state agencies in handling
4 such complaints to the extent uniformity is appropriate.

5 C. The division of administration shall maintain, on a prominent place on its
6 website, a link to a list of information regarding how to file a complaint for each
7 state agency.

8 D.(1) No later than September first of each year, the division of
9 administration shall notify each state agency of the requirements of this Section.

10 (2)(a) No later than October first of each year, each state agency shall send
11 all governmental service complaint hotline or website information to the division of
12 administration in the manner required by the division.

13 (b) If any information changes after being submitted to the division of
14 administration pursuant to Subparagraph (a) of this Paragraph, the state agency shall
15 immediately notify the division of administration of the changes.

16 (3) No later than November first of each year, the division of administration
17 shall update its website to ensure that the link required by Subsection C of this
18 Section contains accurate information. Further, if the division of administration
19 receives updated information pursuant to Subparagraph (2)(b) of this Subsection, it
20 shall update the information available through its website within three business days.

21 E. No later than ten days after the conclusion of each quarter of the fiscal
22 year, the division of administration shall submit a report to the legislature regarding
23 the number of complaints received by each state agency, the nature of the
24 complaints, and the state agency's response.

25 F. For purposes of this Section, the following terms shall have the following
26 meanings:

27 (1) "Complaint" means a complaint regarding the quality of government
28 service provided by a state agency. "Complaint" shall not include alleged fraud,

1 abuse, or wrongdoing that is required to be investigated by a law enforcement
 2 agency.
 3 (2) "State agency" means any state office, department, board, commission,
 4 institution, or any quasi-public entity created in the executive branch of state
 5 government.

DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

HB 900 Original

2022 Regular Session

Schamerhorn

Abstract: Requires the division of administration to establish a uniform policy for handling complaints regarding governmental service, including guidelines which all executive branch state agencies will use to address complaints.

Proposed law requires the division of administration (division) to establish a uniform complaint policy for handling complaints regarding governmental service provided by state agencies. Requires the policy to include guidelines to address complaints, require complaints to be assessed and addressed, require complaints to be channeled to the agency head, and to provide a mechanism by which all complaints and the state agency's actions relative to each complaint are reviewed by the division of administration. Proposed law defines "complaints" and "state agency" for its purposes.

Proposed law further requires the division to maintain on its website a link to a list of information regarding how to file a complaint regarding government services for each state agency and requires specified notifications, information, and deadlines relative to proposed law and the maintenance of the information.

Proposed law requires the division to submit a report to the legislature at the conclusion of each quarter of the fiscal year regarding the number of complaints received by each state agency, the nature of the complaints, and the state agency's response.

(Adds R.S. 49:200.2)