
DIGEST

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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)