

HARTSTENE POINTE WATER-SEWER DISTRICT  
MASON COUNTY, WASHINGTON

RESOLUTION 2018-09

A RESOLUTION OF THE  
HARTSTENE POINTE WATER-SEWER DISTRICT COMMISSIONERS  
ADOPTING A POLICY REGARDING ABUSIVE OR AGGRESSIVE CUSTOMER  
BEHAVIOR

WHEREAS, the Hartstene Pointe Water-Sewer District has set forth certain policies, practices, and procedures which relate to employment matters in the Hartstene Pointe Water-Sewer District Employee Handbook; and

WHEREAS, the Hartstene Pointe Water-Sewer District Board of Commissioners recognizes that at times it may become necessary to amend, as needed, the District Employee Handbook to reflect the employment matters set forth therein; and

WHEREAS, the Board recognizes the need to establish policies which protect District employees and contractors from aggressive or abusive customer behavior;


NOW, THEREFORE, the Board of Commissioners hereby resolves to adopt the following policy and incorporate the policy into the District's Employee Handbook:

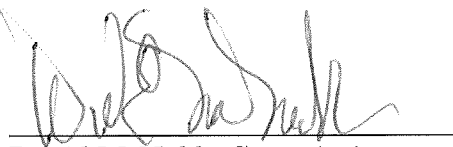
Abusive or Aggressive Customer Behavior

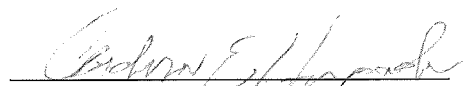
Hartstene Pointe Water-Sewer District strives to treat customers in a professional and courteous manner. There are some rare instances where a customer may become abusive or aggressive, either verbally or physically, against a District employee or contractor. When the General Manager has been satisfied that every effort has been made by staff to meet a customer's needs, he/she may make the decision to exclude dealings with a particularly difficult customer. The following steps outline the District's protocol for dealing with an aggressive or abusive customer:

1. All aggressive/abusive behavior by the customer must be documented. This must be in writing and the customer should also be warned that their abusive behavior will not be tolerated and will result in the restriction of interaction with the District.
2. The District will send a certified letter notifying the customer that they will no longer be able to contact District staff in person or over the phone, and all future correspondence will need to be in writing. If other contact is necessary, it will have to be with a designated person on the customer's account.

ADOPTED by the District Board of Commissioners at its scheduled meeting on this 19th day of July, 2018.

  
Robert Searola, President

  
David McNabb, Commissioner

  
Andrew Hospador, Secretary