

Title: Public Accountability  
Policy Number: 704  
Effective Date: July 1, 2009  
Revision Date:  
Authorized by: Board of Supervisors

Policy:

It is the policy of Pottawattamie County to promote public trust and accountability. In an effort to accomplish this, Pottawattamie County requires that all employees treat the public in a courteous and respectful manner and to provide quality service to our citizens. Employees are guardians of county resources and are accountable to the public for their use. Therefore, employees shall make efficient use of all county resources including work time.

Comment:

- (1) The citizens of Pottawattamie County, provide the primary source of the County's business and each employee's job security. To promote positive interaction with the citizens of Pottawattamie County, all employees must represent the County in a positive manner and make the public feel appreciated when dealing with the County.
- (2) Employees with public contact are expected to know the County's services and to learn what the public wants and needs. These employees should educate the public about the use of County services and should seek new ways to continually provide better service.
- (3) Employees are encouraged to report recurring problems the public may have with County services to their supervisor or Department Head and to make suggestions for changes in County policies or procedures to solve problems.
- (4) Employees should be prepared to pay careful attention to complaints from the public and to deal with them in a helpful, professional manner. If a controversy arises, the employee should explain County policy respectfully and clearly. Any member of the public who become unreasonable, abusive, or harassing should be referred to the employee's supervisor or Department Head if the employee cannot resolve the problem.
- (5) Employees should be polite and thoughtful when responding to the public. A positive contact with the public can enhance goodwill, while a negative experience can lessen the public's faith and accountability.

- (6) Employees are not however, required nor expected to deal with members of the public who make them feel uncomfortable. Employees are encouraged to discuss these type of situations with their supervisor or Department Head for proper resolution.
- (7) Employees should always be mindful of efficient use of county time, supplies and resources. Employees are required to accurately document all work time.