



City of Culver City
Parks, Recreation & Community
Services Commission
Public Complaint Procedures
Revised March 2009

The Parks, Recreation & Community Services (PRCS) Commission is charged with the task to receive, hear and investigate complaints of discrimination based on race, religion, gender, sexual orientation, disability or national origin. The PRCS Commission is one alternative to directing complaints regarding City Departments involved in the complaint. These guidelines are designed to ensure that the manner and form of receiving complaints from the public are consistent and thorough. The scope of the Commission's responsibility is limited. If the complaint is not within the Commission's authority you will be directed to the agency most appropriate to address the complaint. For Police complaints, please contact the Culver City Police Department directly. Complaints about the Parks, Recreation and Community Services Department can be submitted directly to the City Manager's Office.

The steps for filing a complaint regarding discrimination are:

1. Fill out the Complaint of Discrimination Form. It is important that the form be filled out as completely as possible including factual information about time, location of incident and date.
2. Submit the form in person or by mail to:
Parks, Recreation & Community Services Director
9505 Jefferson Blvd., Culver City, CA 90232
3. If the complaint is regarding the Parks, Recreation & Community Services (PRCS) Department, the complaint can be mailed to: City Manager's Office, 9770 Culver Blvd., Culver City, CA 90232.
4. Upon receipt of a Complaint, the Department Director shall initiate an investigation.
5. Upon completion of the investigation, the PRCS Department staff will contact the complainants and attempt to mediate the situation. If that mediation is not successful, the issue would be referred to the Commission, along with the results of the investigation, a description of the efforts of staff to mediate the situation, and a staff recommendation.
6. All inquiries regarding the complaint shall be made through the PRCS Director and not to individual Commissioners.
7. Separate procedures are in place for calls regarding the Culver City Police Department. Please contact the Police Department at (310) 837-1221 for further information.

Telephone: (310) 253-6655
Fax: (310) 253-6430