

**Stanislaus County Agricultural Commissioner
& Sealer of Weights and Measures
Grand Jury Case No. 04-24A
2003-2004**

REASON FOR INVESTIGATION

A complaint was received by the Grand Jury regarding the lack of a response from the Sealer of Weights and Measures following the submission of a citizen complaint.

BACKGROUND

The office of the Agricultural Commissioner & Sealer of Weights and Measures has a myriad of duties and responsibilities, and is held accountable by several different regulatory agencies.

PROCEDURES FOLLOWED

1. Interviewed staff from the Agricultural Commissioner & Sealer of Weights and Measures.
2. Reviewed 96 complaints received from 7/15/02 to 11/17/03.
3. Reviewed the updated Complaint section (dated 11/18/03) of the Department's Policy Manual (dated 4/15/93).
4. Thoroughly reviewed new complaint tracking process.
5. Physically inspected their facility.

FINDINGS

1. There are currently 27 staff members.
2. The department had a complaint process but lacked tracking.

CONCLUSIONS

The complaint process was revised and implemented.

RECOMMENDATIONS

1. Ensure that the Complaint Procedure continues to be implemented on a continuous basis.
2. Continue to ensure supervisory review of tracking system to ensure that complaints are being resolved.