

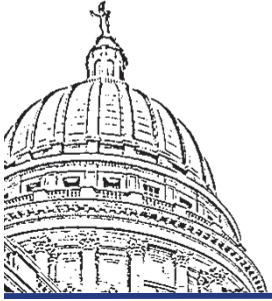
October 15, 2015

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# **Complaints Considered by the Government Accountability Board**

Report 15-13

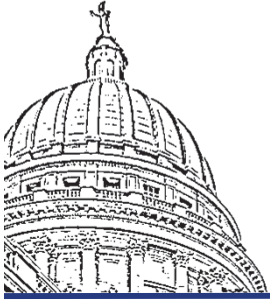


# **Complaints Filed with GAB's Ethics and Accountability Division**

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In response to complaints filed with GAB or staff identifying potential concerns, the Division initiated an estimated 204 inquiries from FY 2010-11 through FY 2012-13.

These 204 inquiries resulted in GAB initiating 21 investigations.



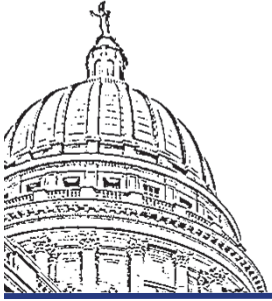
## Special Investigators

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From FY 2010-11 through FY 2013-14:

- GAB executed 11 contracts with 9 special investigators; and
- GAB's expenditures for investigations totaled \$315,800, excluding staff salaries and fringe benefits, and included seven investigations.

Staff did not consistently provide GAB with the names of three qualified individuals who could be retained as special investigators.

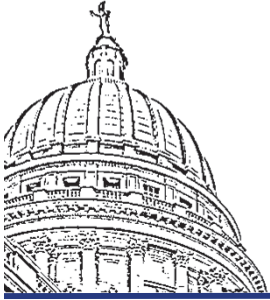


## Complaints Filed with GAB's Elections Division

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From FY 2010-11 through FY 2012-13, an estimated 1,894 complaints were filed with the Elections Division, including 1,318 confidential complaints.

We found that 1,249 of the 1,318 confidential complaints (94.8 percent) pertained to three incidents.



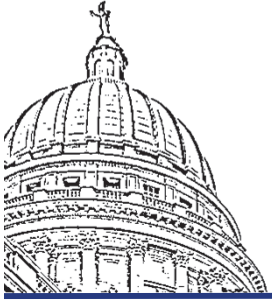
# Closing Complaints Filed with GAB's Elections Division

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Staff recently closed 277 complaints filed from FY 2010-11 through FY 2012-13.

Staff indicated they did so because:

- they believed no further action was warranted; and
- the complaints pertained to incidents that had occurred several years ago.

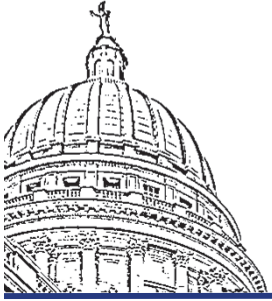


## **GAB Decision-Making**

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From FY 2010-11 through FY 2012-13, staff recommended GAB authorize 22 investigations. GAB agreed and authorized 19 investigations.

In FY 2012-13, GAB made 21 other decisions related to complaints and inquiries. It agreed with 13 staff recommendations, disagreed with 1 staff recommendation, and made 7 decisions in the absence of staff recommendations.



## Improving Complaint Procedures

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In report 14-14, we recommended staff present to GAB for its approval written policies for considering complaints and maintain complete, centralized information about all complaints.

We found that staff developed written complaint procedures and a database for tracking complaints. We did not assess staff's compliance with the procedures and use of the database in report 15-13.