

WEST VIRGINIA LEGISLATURE

2020 REGULAR SESSION

Introduced

House Bill 4616

BY DELEGATES WILSON, MCGEEHAN, MILLER, PACK, R.

THOMPSON, JENNINGS, FOSTER, LITTLE, WAXMAN, P.

MARTIN AND HARDY

[Introduced January 30, 2020; Referred to the
Committee on Government Organization]

1 A BILL to amend the Code of West Virginia, 1931, as amended, by adding thereto a new chapter,
 2 designated §6E-1-1, relating to creating a customer service quality reporting system for
 3 public officials and public employees who interact with the general public.

Be it enacted by the Legislature of West Virginia:

CHAPTER 6E. PUBLIC OFFICERS AND EMPLOYEES; CUSTOMER
SERVICE QUALITY REPORTING SYSTEM.

ARTICLE 1. CUSTOMER SERVICE QUALITY REPORTING SYSTEM.

§6E-1-1. Customer service quality reporting standards for elected and appointed officials
and public employees.

1 (a) The provisions of this section apply to all public officials and public employees, whether
 2 full or part-time and whether compensated or not, in state, county, municipal governments and
 3 their respective boards, agencies, departments, and commissions and in any other regional or
 4 local governmental agency, including county school boards, who interact with the general public,
 5 be they individuals or organizations.

6 (b) The employing departments of those individuals identified in subsection (a) of this
 7 section shall:

8 (1) Establish a customer service quality reporting procedure whereby members of the
 9 public may submit feedback on the quality of their interactions with that public official or employee.

10 (2) Publicize the customer service quality reporting procedure identified in subdivision (1)
 11 of this subsection; and

12 (3) Use the customer feedback when making decisions related to disciplinary actions,
 13 promotions, demotions, and salary determinations of those individuals identified in subsection (a)
 14 of this section.

NOTE: The purpose of this bill is to create a customer service quality reporting system for public officials and public employees who interact with the general public.

Strike-throughs indicate language that would be stricken from a heading or the present law and underscoring indicates new language that would be added.