

From:  
To:  
Date: 8/23/2016 9:20:41 AM  
Subject:

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Timeline of Complaint from Larry Schander – From Director Emily Farr

**8/17 at 10:00am:** Stephanie Davis (Exec. Assistant, Director's Office) received call from Schander; he was already angry and insisted that he speak to Director; when told Director was not available refused to leave message and demanded to speak to whoever was in charge; Davis tried to ascertain the issue in order to get him to the right person; she learned he had filed an online complaint on Monday related to a survey issue and that he believed he should have heard within 24 hours and has not; he otherwise refused to leave name and number with Davis for her to have time to research and call him back

**8/17 at approx 10:15am:** Davis transfers Schander to Lenora Addison-Miles (Engineers/Surveyors Board Administrator); Addison-Miles speaks to Schander and confirms his complaint was received but no analyst had been assigned yet

**8/17 at approx 11:00am:** Dottie Buchanan (FOIA and Governmental Affairs Coordinator) receives call from Governor's Ombudsman's office about complaint; immediately emails Roy Boggs (Complaint Analyst with Office of Investigations and Enforcement) and asks that he call Schander.

**8/17 at 11:17am:** Boggs talks to Schander; complaint was that there is limited space provide for making complaint online and he was under impression he would be contacted in 24 hours; Boggs believed issue resolved as Schander was going to email Boggs additional facts about complaint

**8/18 at 4:00pm:** Katherine Veldran speaks to Emily Farr (Interim Director) about Schander's continued complaint.

**8/18 at 4:40pm:** Farr, Dean Grigg (Deputy Director of Professional and Occupational Licensing Board) and Lesia Kudelka (Agency Ombudsman) call Schander and spoke to him for over 30 minutes. He complained about the following items: 1) limited space online for explaining complaint; 2) believed should have received some kind of response within 24 hours confirming receipt of complaint; and 3) believed no one at agency knew who was in charge and that he was transferred numerous times to people who did not know how to respond. He also complained about the Governor's Ombudsman office and responses/treatment/information he received from them. We explained that his complaint was received and had already been assigned to an Investigator who would be sending a letter Friday and following up on Monday about the complaint. He was unconcerned about the "fast tracking" of his complaint, and continued to reiterate the complaints outlined above. Dean Grigg gave him his direct number if he had any further questions or concerns.

- We confirmed the online complaint system did not indicate anywhere that a response would be provided within 24 hours.
- Acknowledging problems he raised, as of this morning, we have changed the online complaint reporting system so that 1) the number of characters allowed in the online complaint form doubled from 500 to 1000; 2) a pop-up window will notify the person when he has gone over 1000 characters and explain that additional facts may be submitted later; 3) an automatic email is sent back to the complainant confirming receipt of the online complaint with a confirmation number and explanation of the time table on review of the complaint.
- Dean Grigg has not heard from Mr. Schander.

Timeline of Complaint from Larry Schander – From Jim Casserly

Mr. Schander first called our office on 8/17. He talked to Sue Cooper first and then we both got on the phone with him as he was irate and wanted to speak to the Director of LLR. We put him in touch with a Ms. Dottie Buchanan. See below for IQ narrative of phone call. He ended up saying "Thanks for nothing" and hanging up on us.

Irate constituent demanding action/status regarding his complaint about a surveyor sent to LLR via the LLR on-line complaint process sent Monday, 8/15/16. Constituent spoke with the supervisor of the surveyor's board, Ms. Miles, and also with staff at the LLR Director's office. Nothing seemed to satisfy the constituent who spoke with J. Casserly/Ombudsman-who spoke with Dottie Beaucannon/LLR. Informed constituent that Dottie will call him today.

Sent this on the 17<sup>th</sup> to the Governor's website.

HTML

From: "[governor.haley@sc.lmhostediq.com](mailto:governor.haley@sc.lmhostediq.com)" <[governor.haley@sc.lmhostediq.com](mailto:governor.haley@sc.lmhostediq.com)>

Date: 8/17/2016 6:16:37 PM

To: "[governor.haley@sc.lmhostediq.com](mailto:governor.haley@sc.lmhostediq.com)" <[governor.haley@sc.lmhostediq.com](mailto:governor.haley@sc.lmhostediq.com)>

Cc:

Subject: Response via eform 100002 - Help with a State Agency

<WFUD\_Request>I have been dealing with the LLR about an issue called your office got an "ombudsman" explained the issue to them they couldn't help made a promise someone was going to call and they didn't! I don't think anyone in Nikki Haleys office gives a shit about me or my issue! I don't even think that a staffer will actually call me about what the problem is and this will just get referred back to the not capable Ombudsman Office they made promises that weren't kept! So we will see just how much her staff and office cares about the citizens ! Thank you for at least reading this before you don't care!!!!!!</WFUD\_Request>

<SUBJECT></SUBJECT>

<CUSTOM1>72.28.189.176</CUSTOM1>

Called LLR for an update and received this on the 18<sup>th</sup> of August:

From: Lesia Kudelka [[lesia.kudelka@llr.sc.gov](mailto:lesia.kudelka@llr.sc.gov)]

Sent: Thursday, August 18, 2016 10:38:05 PM

To: Casserly, James

CC: Holly Beeson

Subject: Re: Governor Mail-Mr. Larry C. Schander, Jr.

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Hi Jim. He was contacted yesterday. We also spoke with him again today.

Sent from my iPhone

On Aug 18, 2016, at 3:08 PM, Casserly, James <[James.Casserly@admin.sc.gov](mailto:James.Casserly@admin.sc.gov)> wrote:

Lesia,

The Word document was a phone conversation we had yesterday. See the email from today. Was he contacted yesterday?

Jim Casserly

Director, Ombudsman

Office of Executive Policy and Programs

The South Carolina

Department of Administration

1200 Senate Street, Suite 104, Columbia, SC 29201

(803) 734-7215

Note: Act 121 of 2014 (SC Restructuring Act of 2014) abolished the Budget and Control Board. Effective July 1, 2015, the Office of Executive Policy and Programs has been transferred to the Department of Administration. Please update your contact information.

<Mr. Larry C. Schander, Jr..htm>  
<Irate constituent demanding action.docx>

Lesia also left me voicemail messages saying this:

Response. Lesia left message that they called him both Wednesday and Thursday. His concerns were valid. He received a letter saying his investigation was valid and will begin. Forms are actually being updated from his concerns.-JC

Let me know if you need anything else.

Jim Casserly  
*Director, Ombudsman*  
*Office of Executive Policy and Programs*

**The South Carolina**  
**Department of Administration**

1200 Senate Street, Suite 104, Columbia, SC 29201  
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