



House Bill 7092

**AN ACT IMPLEMENTING THE RECOMMENDATIONS OF THE AUDITORS OF PUBLIC
ACCOUNTS**

Testimony of the Department of Administrative Services

Government Oversight Committee

March 4, 2025

Senator Gadkar-Wilcox, Representative Dathan, Senator Sampson, Representative Carney, and distinguished members of the Government Oversight Committee, thank you for the opportunity to submit testimony on **House Bill 7092: An Act Implementing the Recommendations of the Auditors of Public Accounts**.

House Bill 7092 includes various recommendations from the Auditors of Public Accounts. The Department of Administrative Services (DAS) will focus our testimony on Section 3 of the bill, which requires DAS to develop a model policy concerning the best practices for a state agency to receive, track, and process complaints made by individuals or entities regarding a state agency. Each state agency would then adopt the model policy plan developed or its own plan concerning the processing of complaints. While we understand the intent behind this section, we do have some concerns.

Currently, most, if not all, entities or functions in state government have an associated complaint process or an ombudsman position that handles complaint processes. Examples include but are not limited to: Equal Employment Opportunity (EEO) (CT or US), Employees' Review Board (ERB), Collective Bargaining Agreement (CBA) grievance procedures, Labor Board, other Department of Labor complaint procedures (CT or US), and processes unique to each regulatory or watchdog agency, such as Commission on Human Rights and Opportunities, the Freedom of Information Commission, and the Auditors of Public Accounts.

With the complexities of each state agency and the designated complaint processes already in place, we believe this legislation would add administrative burden, duplicative processes, additional costs, and confusion to already existing complaints processes. We urge the Committee to oppose.

We thank you for the opportunity to submit testimony and share our thoughts with the Committee.