


ONEIDA NATION	TITLE: Community Complaints and/or Concerns	ORIGINATION DATE: 11/08/2017 REVISION DATE: 12/08/2020 EFFECTIVE DATE: Upon OBC approval
DEPARTMENT: Oneida Business Committee	APPROVED BY: <i>Oneida Business Committee</i> OBC Meeting Minutes 12-23-2020	
AUTHORED BY: Jessica Vandekamp, ERR	APPROVED BY: Secretary 	DATE: 01/11/2021

1.0 PURPOSE

To create a standardized process for the Oneida Business Committee (OBC) to handle Community Complaints and/or Concerns.

2.0 DEFINITIONS

- 2.1 Business Day: means Monday through Friday from 8:00 a.m. to 4:30 p.m., excluding holidays, weekends, ½ days.
- 2.2 Community Complaint and/or Concern: means any complaint and/or concern that is not a complaint against a Direct Report to the OBC.
- 2.3 ERR: Employee Relations Representative; an employee of the OBC.
- 2.4 OBC Officers: means the Chairperson, Vice Chairperson, Treasurer, Secretary and the Legislative Operating Committee Chairperson.

3.0 WORK STANDARDS

- 3.1 Community Complaints and/or Concerns submitted to the OBC will be processed by the ERR.
- 3.2 Community Complaint and/or Concerns which are submitted anonymously, as defined by Chapter 307 Anonymous Letters Policy, will be processed pursuant to that law.

4.0 PROCEDURES

- 4.1 Community Complaints and/or Concerns must be written and may be addressed to the entire OBC or an individual member of the OBC.
- 4.2 Any member of the OBC may accept a Community Complaint and/or Concern.

- 4.3 The OBC member accepting the Community Complaint and/or Concern shall immediately forward the Community Complaint and/or Concern to the ERR for processing.
- 4.4 Within two (2) business days, the ERR shall:
 - 4.4.1 Acknowledge the receipt by:
 - 4.4.1.1 Write the date received on the document.
 - 4.4.1.2 Stamp “confidential” on each page, at the top of the document.
 - 4.4.1.3 Notify the Complainant in writing the complaint is received and will be processed.
 - 4.4.1.4 Save a copy of the complaint in a master file.
 - 4.4.2. Forward a copy of the document to the OBC, requesting the OBC Officers address the Community Complaint and/or Concern.
- 4.5 Within two (2) business days of receiving the request to address the Community Complaint and/or Concern, the OBC Officers shall address the complaint and/or concern by:
 - 4.5.1 Determining the appropriate entity to investigate the Community Complaint and/or Concern, which may include:
 - 4.5.1.1 Direct Report to the OBC
 - 4.5.1.2 Board, Committee, and Commission
 - 4.5.1.3 OBC liaison to a Board, Committee, and Commission
 - 4.5.2 This determination may be made by the OBC Officer via consensus over e-mail or via consensus in an OBC Officer Meeting.
 - 4.5.3 The OBC Officers may choose to meet with the complainant to gain a clear understanding of the Community Complaint and/or Concern.
- 4.6 Within two (2) business days of the OBC Officers’ determination, ERR shall:
 - 4.6.1 Forward the Community Complaint and/or Concern to the appropriate entity to investigate.
 - 4.6.2 Respond to the complainant providing the contact information for the appropriate entity.
 - 4.6.3 File the Community Complaint and/or Concern in the appropriate master file.

5.0 RECORDS

- 5.1. Community Complaint and/or Concern records shall be maintained by ERR.
- 5.2 Community Complaint and/or Concern records shall be held in accordance with the Open Records and Open Meetings Law.