


ONEIDA NATION	TITLE: Community Complaints and/or Concerns	ORIGINATION DATE: 11/08/2017 REVISION DATE: n/a EFFECTIVE DATE: Upon OBC approval
DEPARTMENT: Oneida Business Committee	APPROVED BY: <i>Oneida Business Committee</i> See Attached OBC Meeting Minutes	DATE: 11/08/2017
AUTHORED BY: Lisa Summers, Secretary	AUTHORED BY: 	DATE: 11/08/2017

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 Direct Report to the OBC: means an employee of the Oneida Nation who reports directly to the OBC as defined in resolution BC-11-26-14-C, “Correcting Resolution BC-10-22-14-A Setting Supervision and Management of Direct Reports to OBC.”
- 2.4 OBC Officers: means the Chairperson, Vice Chairperson, Treasurer, and Secretary of the OBC.
- 2.5 BC Support Office: means the Records Management/Area Manager or his/her designee

3.0 WORK STANDARDS

- 3.1 Any complaint against a Direct Report to the OBC must be processed in accordance with the OBC SOP entitled “Complaint Process for Direct Reports to the Business Committee”.
- 3.2 Community Complaints and/or Concerns submitted to the OBC will be processed by the BC Support Office.

- 3.3 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 and 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 BC Support Office for processing.
- 4.4 Within two (2) business days, the BC Support Office shall:
 - 4.3.1 Use stampers to acknowledge the receipt:
 - 4.3.1.1 Stamp “confidential” on each page, at the top of the document.
 - 4.3.1.2 Stamp the month/day/year received on each page of the document.
 - 4.3.2. 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 handle the Community Complaint and/or Concern.
 - 4.5.1.1 The appropriate entity may be any or combination of the following:
 - 4.5.1.1.1 Direct Report to the OBC
 - 4.5.1.1.2 Board, Committee, and Commission
 - 4.5.1.1.3 OBC liaison to a Board, Committee, and Commission
 - 4.5.1.2 This determination may be made by the OBC Officer via consensus over e-mail or via consensus in an OBC Officer Meeting.
 - 4.5.1.3 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, the BC Support Office shall:
 - 4.6.1 Forward the Community Complaint and/or Concern to the appropriate entity.

- 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, notice to the appropriate entity, and notice to the complainant.

5.0 RECORDS

5.1 Record Maintenance

- 5.1.1 Community Complaint and/or Concern records shall be maintained by the BC Support Office.
- 5.1.2 Community Complaint and/or Concern records shall be held in accordance with the Open Records and Open Meetings Law.

6.0 REFERENCES

- 6.1 Resolution BC-11-26-14-C

Oneida Tribe of Indians of Wisconsin



Oneidas bringing several hundred bags of corn to Washington's starving army at Valley Forge, after the colonists had consistently refused to aid them.



UGWA DEMOLUM YATEHE
Because of the help of this Oneida Chief in cementing a friendship between the six nations and the colony of Pennsylvania, a new nation, the United States was made possible.

BC Resolution 11-26-14-C Correcting Resolution # BC-10-22-14-A, Setting Supervision and Management of Direct Reports to the Oneida Business Committee

- WHEREAS,** the Oneida General Tribal Council is the duly recognized governing body of the Oneida Tribe of Indians of Wisconsin, and
- WHEREAS,** the General Tribal Council has been delegated the authority of Article IV, Section I of the Oneida Tribal Constitution, and
- WHEREAS,** the Oneida Business Committee may be delegated duties and responsibilities by the Oneida General Tribal Council and is at all times subject to the review powers of the Oneida General Tribal Council, and
- WHEREAS,** the Oneida Business Committee has determined that re-organization is necessary in order to best utilize and support the resources of the Tribe in providing services and managing operations; and
- WHEREAS,** the "General Manager" has been the employee of the Oneida Tribe who reported directly to the Oneida Business Committee; and
- WHEREAS,** the Oneida Business Committee in a prior term was committed to re-organization of the Tribe and acted to remove the position of General Manager and Chief of Staff from the organizational hierarchy creating a greater number of direct reports, but was not able to complete the re-organization process; and
- WHEREAS,** direct reports are now considered to be division directors, Chief Counsel, Gaming General Manager, and various individuals; and
- WHEREAS,** the Oneida Business Committee has, from time to time, identified how direct reports are supervised for administrative responsibilities and direction regarding organizational responsibilities; and
- WHEREAS,** the Oneida Business Committee adopted resolution # BC-01-14-09-D, *Definition of Oversight*, to provide greater understanding of the decision making processes of the Oneida Business Committee and defined 'oversight' as:
"Oversight refers to the review and monitoring, of programs, boards, committees, commissions, and legislation/policy/laws within defined parameters. It employs open, effective, and two-way communication to understand issues and make informed decisions while providing clear guidance and direction to the organization. Communication is received in a timely manner and includes accurate and balanced information. It involves ensuring that policy/laws are effective, efficient, and current to best meet the Tribe's needs and interests.
- WHEREAS,** the Oneida Business Committee desires to re-define how direct reports are supervised and given direction that is consistent with the strategic vision and group agreements developed and agreed to after concluding the initial strategic planning activities;

NOW THEREFORE BE IT RESOLVED, the Oneida Business Committee does hereby supersede all prior motions and resolutions in conflict with the directives set forth in this resolution.

BE IT FURTHER RESOLVED, that for the purposes of this resolution, "direct reports" are defined as the following positions within the Tribe:

Area Manager-HRD	Div Dir-Land Management
Area Manager-Retail Profit	Oneida Housing Authority
Self-Governance Coordinator	Div Dir-Development
Chief Counsel	Div Dir-Environmental Health
Dir-Emergency Management	Div Dir-Governmental
Dir-Legislative Affairs	Div Dir-Internal Services
Dir-Medical	Gaming General Manager
Div Dir-Comprehensive Health	Ombudsperson
Super-Organization Development	Asst Development Div Dir – Department Of Public Works
	Asst Development Div Dir – Planning

BE IT FURTHER RESOLVED, that the Oneida Business Committee delegates to the officers (Chairwoman, Vice-Chairwoman, Treasurer and Secretary) the authority and responsibility of administrative supervision of direct reports.

1. Administrative supervision shall be defined as matters involving the individual personnel requests such as use of personal or vacation time, performance tracking and accounting related sign-off activities.
2. Administrative supervision requests shall be routed through the Tribal Secretary's Office which shall be responsible for logging in requests and documenting the results of the officer decisions.

BE IT FURTHER RESOLVED, that the Oneida Business Committee delegates to the officers (Chairwoman, Vice-Chairwoman, Treasurer and Secretary) the authority and responsibility of providing direction to direct reports regarding organizational activities. Direction regarding organizational activities shall be defined as providing advice and opinion regarding the policy decisions made by the Oneida Business Committee, and shall exclude the authority to direct specific action.

BE IT FURTHER RESOLVED, that the Oneida Business Committee delegation to the officers includes the expectation that the officers will act by majority vote and, in all cases, to attempt consensus decision making as agreed to from the initial strategic planning activities.

BE IT FURTHER RESOLVED, that the Oneida Business Committee directs the Secretary to forward this resolution to the Human Resources Department to identify the necessary amendments to the administrative processes and procedures to fully implement this resolution in a timely manner.

BE IT FINALLY RESOLVED, that this resolution shall be effective upon adoption.

CERTIFICATION

I, the undersigned, as Secretary of the Oneida Business Committee, hereby certify that the Oneida Business Committee is composed of 9 members of whom 5 members constitute a quorum; 7 members were present at a meeting duly called, noticed and held on the 26th day of November, 2014; that the forgoing resolution was duly adopted at such meeting by a vote of 6 members for, 0 members against, and 0 members not voting; and that said resolution has not been rescinded or amended in any way.



Lisa Summers, Tribal Secretary
Oneida Business Committee

*According to the By-Laws, Article I, Section 1, the Chair votes "only in the case of a tie."

F. Approve activation of \$805,000 from approved FY '18 CIP Funds for project # 16-005 – Casino Exterior Enhancements (00:44:50)

Requestor: Paul Witek, Senior Tribal Architect/Engineering Dept.

Sponsor: Troy Parr, Asst. Division Director/ Community & Economic Development

Motion by Lisa Summers to approve the activation of \$805,000 from approved FY '18 CIP Funds for project # 16-005 – Casino Exterior Enhancements, seconded by Jennifer Webster. Motion carried unanimously:

Ayes: Trish King, Kirby Metoxen, Brandon Stevens, Lisa Summers, Jennifer Webster

Not Present: Daniel Guzman King, David P. Jordan, Ernie Stevens III

G. Approve three (3) requests regarding CIP project # 16-008 – Oneida Family Fitness Improvements (00:45:23)

Requestor: Paul Witek, Senior Tribal Architect/Engineering Dept.

Sponsor: Troy Parr, Asst. Division Director/ Community & Economic Development

Motion by Kirby Metoxen to approve the procedural exception to forgo Phase II of the CIP process of routing the CIP package to the various review entities; to approve CIP project # 16-008 – Oneida Family Fitness Improvements; and to approve activation of \$207,000 from the approved FY2018 CIP Budget for CIP project # 16-008 – Oneida Family Fitness Improvements, seconded by Lisa Summers. Motion carried unanimously:

Ayes: Trish King, Kirby Metoxen, Brandon Stevens, Lisa Summers, Jennifer Webster

Not Present: Daniel Guzman King, David P. Jordan, Ernie Stevens III

H. Post eight (8) Oneida Election Board alternate positions for 2017 Special Election on December 2, 2017 (00:51:52)

Chair: Racquel Hill

Liaison: Tehassi Hill, Chairman

Motion by Lisa Summers to post eight (8) Oneida Election Board alternate positions for 2017 Special Election on December 2, 2017, seconded by Jennifer Webster. Motion carried unanimously:

Ayes: Trish King, Kirby Metoxen, Brandon Stevens, Lisa Summers, Jennifer Webster

Not Present: Daniel Guzman King, David P. Jordan, Ernie Stevens III

I. Post one (1) vacancy on Oneida Police Commission with a term end date of 7/31/21

Requestor: Brooke Doxtator, Boards, Committees, Commissions Supervisor/BC Support Office

Sponsor: Lisa Summers, Secretary (00:55:32)

Motion by Jennifer Webster to post one (1) vacancy on Oneida Police Commission with a term end date of 7/31/21, seconded by Lisa Summers. Motion carried unanimously:

Ayes: Trish King, Kirby Metoxen, Brandon Stevens, Lisa Summers, Jennifer Webster

Not Present: Daniel Guzman King, David P. Jordan, Ernie Stevens III

J. Approve OBC SOP entitled Community Complaints and/or Concerns (00:56:00)

Sponsor: Lisa Summers, Secretary

Motion by Lisa Summers to approve the OBC SOP entitled Community Complaints and/or Concerns, seconded by Jennifer Webster. Motion carried unanimously:

Ayes: Trish King, Kirby Metoxen, Brandon Stevens, Lisa Summers, Jennifer Webster

Not Present: Daniel Guzman King, David P. Jordan, Ernie Stevens III