


ONEIDA NATION	TITLE: Community Complaints and/or Concerns	ORIGINATION DATE: 11/08/2017 REVISION DATE: 12/22/2021 EFFECTIVE DATE: 12/22/2021
DEPARTMENT: Oneida Business Committee	APPROVED BY: <i>Oneida Business Committee</i> OBC Meeting Minutes 12-22-2021	
AUTHORED BY: Lisa Liggins, Secretary	AUTHORED BY: Secretary 	DATE: 2/1/2022

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.

3.0 WORK STANDARDS

- 3.1 Community Complaints and/or Concerns submitted to the OBC will be processed by the Vice-Chairperson.
- 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 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 Vice-Chairperson for processing.
- 4.4 Within two (2) business days, the Vice-Chairperson shall:

- 4.4.1 Mark “confidential” on each page of the document.
- 4.4.2 Mark the month/day/year received on each page of the document.
- 4.4.3 Determine the appropriate entity to handle the Community Complaint and/or Concern. The Vice-Chairman may choose to contact the complainant to gain a clear understanding of the Community Complaint and/or Concern. The appropriate entity may be any or combination of the following:
 - 4.4.3.1 Direct Report to the OBC
 - 4.4.3.2 Board, Committee, and Commission
 - 4.4.3.3 OBC liaison to a Board, Committee, and Commission
 - 4.4.3.4 Judiciary or GTC Legal Resource Center
- 4.4.4 Forward the Community Complaint and/or Concern to the appropriate entity and include OBC (carbon copy).
- 4.4.5 Respond to the complainant providing the contact information for the appropriate entity.
- 4.5 File the Community Complaint and/or Concern, notice to the appropriate entity, and notice to the complainant.
 - 4.5.1 Files are located here:
 - 4.5.1.1 G:\BC_Confidential\01 Community Concerns

5.0 RECORDS

- 5.1 Record Maintenance
 - 5.1.1 Community Complaint and/or Concern records shall be maintained by the Vice-Chair.
 - 5.1.2 Community Complaint and/or Concern records shall be held in accordance with the Open Records and Open Meetings Law.