

PYRAMID LAKE PAIUTE TRIBE
PROCESSING OF A COMPLAINT

I. PURPOSE OF PROCESSING A COMPLAINT

The purpose of these procedures is to document a system that is efficient, timely, uniform and consistent which will allow community members, program directors, committee members, and all other individuals a method to process a complaint that is not otherwise covered in a different Tribal Policy.

II. DEFINING A COMPLAINT

There are two types of complaints

They relate to: 1. the POLICIES OF or SERVICES PROVIDED BY the Pyramid Lake Paiute Tribe.

or

2. the CONDUCT of a Tribal employee.

III. MAKING A COMPLAINT

Only the person directly affected by the incident may make a complaint. A complaint must be in writing and must be signed by the person making the complaint. The complaint may be written in a letter or the complaining person may use the standard form provided. All incomplete complaints will be rejected and returned to complainant.

This form can be obtained from the Tribal office, front desk reception.

IV. TIME LIMITS

A person must make a complaint within 15 business days after the incident happens.

V. DELIVERING THE COMPLAINT

A complaint must be mailed or delivered to the Tribal office. Attention: Tribal Secretary's office. Upon receipt of the written complaint, the front reception or the Tribal Secretary shall date stamp the documents received by the Tribe.

VI. WITHDRAWING A COMPLAINT

A complaint may be withdrawn by writing to the Tribal office. Attention: Tribal Secretary's office. Once withdrawn, the complaint investigation will stop.

VII. DECISION TO PROCESS THE COMPLAINT

The Tribal Secretary will review each complaint for the following: 1.) The complaint was filed after fifteen business days after the incident; 2.) the complainant is not directly affected by the incident and 3.) if the written complaint is not completely filled out. Once the complaint is reviewed the complaint will be forwarded to the next level. If a complaint is incomplete, it will then be returned to the individual for resubmission.

IX. PROCESSING COMPLAINT

Upon receipt of a completed written complaint the Tribal Secretary shall issue a letter of receipt and forward it to the complainant, identifying the date sent. A copy of the complaint will be forwarded to the department head or supervisors involved for investigation and written response. The department head or supervisor has five (5) business days to investigate the complaint and prepare a written response on the complaint form. The written response is then forwarded to the Tribal Chairman. The Tribal Chairman has five business days to prepare a response and shall forward it to the individual complaining. This process is to take ten business days to complete. Any circumstances requiring an extension of this investigation must be documented in writing and submitted to the Tribal Secretary who shall notify the complainant. Only complaints involving the appointed or elected officials may be appealed to the Tribal Council. If the individual appeals the complaint to the Tribal Council, a date of hearing will be set and the Tribal Secretary will provide the Council with copies of all the documentation generated. The decision of the Tribal Council will be written and is final.

X. RESOLUTION OF COMPLAINT

A notice of any action taken to address a complaint, except for those involving confidential or personnel issues will be posted in the Tribal Newspaper. The Tribal Council will be informed in closed session of any action taken on complaints involving confidential or personnel issues after any applicable appeal procedure have been completed or time period has expired.

CERTIFICATION

It is hereby certified that the foregoing resolution of the Pyramid Lake Paiute Tribal Council, governing body of the Pyramid Lake Paiute Tribe, composed of ten (10) members, of whom nine (9) constituting a quorum were present at a meeting duly held on June 2, 2006, was adopted by the affirmative vote of seven (7) for and one (1) against, with zero (0) abstentions pursuant to the authority contained in the Constitution and By-laws of the Pyramid Lake Paiute Tribe.

/s/ Jackie Larks
Jackie Larks, Tribal Secretary
Pyramid Lake Tribal Council

PYRAMID LAKE PAITUE TRIBE

COMPLAINANT FORM

FOR OFFICIAL USE ONLY

Complaint must be complete and returned to the Tribal Secretary's Office for processing. All incomplete complaints will be rejected and returned to the complainant.

DATE RECEIVED: _____

TRIBAL SECRETARY SIGNATURE: _____

LETTER OF RECEIPT SENT: YES NO DATE SENT: _____

DEPARTMENT HEAD/SUPERVISOR: _____ DATE FORWARDED: _____

CONCLUSION OF DEPARTMENT HEAD/SUPERVISOR: _____

SIGNATURE OF INVESTIGATING OFFICIAL: _____

TITLE: _____ DATE FORWARDED: _____

TRIBAL CHAIRMAN: _____ DATE FORWARDED: _____

CONCLUSION OF TRIBAL CHAIRMAN: _____

SIGNATURE OF TRIBAL CHAIRMAN: _____ DATE: _____

LETTER OF CONCLUSION SENT: YES NO DATE: _____

All investigations should be concluded within ten working days. Any circumstances requiring an extension of this investigation must be documented in writing.