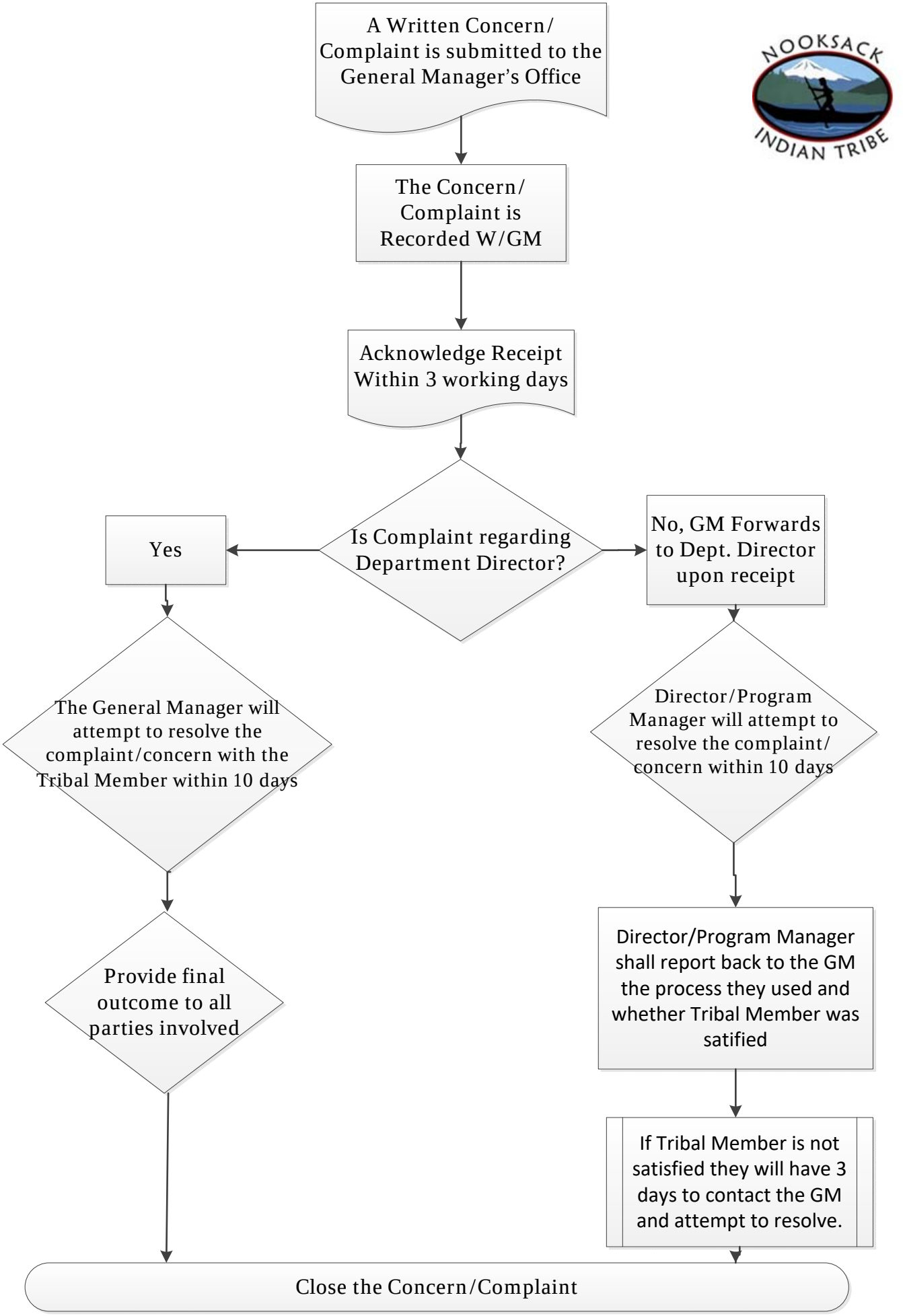
A Written Concern/ Complaint is submitted to the General Manager's Office
The Concern/ Complaint is Recorded W/GM
Acknowledge Receipt Within 3 working days
Is Complaint regarding Department Director?
Yes
No, GM Forwards to Dept. Director upon receipt
The General Manager will attempt to resolve the complaint/concern with the Tribal Member within 10 days
Director/Program Manager will attempt to resolve the complaint/ concern within 10 days
Provide final outcome to all parties involved
Director/Program Manager shall report back to the GM the process they used and whether Tribal Member was satified
If Tribal Member is not satisfied they will have 3 days to contact the GM and attempt to resolve.
Close the Concern/Complaint

Feb. 2021