



Burns Paiute Tribe
100 Pasigo Street, Burns, OR 97720
Phone: (541) 573-7312
Fax: (541) 573-1542

**COMMUNITY COMPLAINT PROCESS FOR COMPLAINTS
ABOUT A TRIBAL EMPLOYEE OR A POLICY OR PRACTICE
OF A TRIBAL DEPARTMENT (ADMINISTRATIVE COMPLAINTS)**

STEP 1: Tribal members receiving Tribal services are encouraged to attempt to resolve problems informally with Tribal staff before initiating the complaint process. If a problem can't be resolved informally, a complaint may be submitted. Complaints about a Tribal employee are to be submitted to the employee's supervisor. Complaints about a policy or practice of a Tribal Department are to be submitted to the Department Director. Complaints about a Department Director are to be submitted to the General Manager. All complaints must be in writing. The complaint must also: 1) describe the complaint; 2) explain the remedy being requested; and 3) be signed by the person making the complaint with their original signature (no photocopies). Tribal members submitting a complaint may, but don't have to, use the attached complaint form. Complaints may be submitted in person, by mail, or by email, and provide a complete return mailing address. In special cases, a supervisor or Director may accept a verbal complaint, if the supervisor or Director documents the complaint in writing and the person making the complaint signs the document. No anonymous complaints will be addressed. Receipt of complaint will be given to complainant upon request.

The supervisor or Director receiving a complaint may choose to meet informally with the Tribal member making the complaint and/or with Tribal employees to discuss the complaint and seek resolution. However, these meetings are not required. The supervisor or Director must respond to all complaints received, either in person, by phone, or in writing, within ten (10) working days.

STEP 2: If the Tribal member making the complaint is not satisfied with the decision of the supervisor or Director, the Tribal member may submit the complaint to the General Manager. The Tribal member must provide the General Manager with: 1) a copy of the initial complaint; 2) a copy of the supervisor or Director's decision (if the decision was in writing) or a written description of the supervisor or Director's decision (if the decision was provided by phone or in person); and 3) a description of why the Tribal member is not satisfied with the decision. The General Manager will not consider complaints unless this complaint process has been followed. The General Manager will respond to all complaints received, in writing, within thirty (30) working days.



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ADMINISTRATIVE COMPLAINT FORM: TRIBAL EMPLOYEE OR DEPARTMENT PRACTICE

Name of person submitting complaint: _____

Contact information (phone/email): _____

Tribal Department that is the subject of the complaint: _____

If your complaint is about a Tribal employee(s), please provide the name of the employee(s). If your complaint is about a Department policy or practice, please briefly describe the policy or practice:

Description of complaint / problem / alleged violation:

Remedy requested / how would you like this problem to be resolved:

Please feel free attach any additional supporting documents, descriptions, or other materials you wish to be considered as part of your complaint.

SIGNATURE REQUIRED:

 Signature of person submitting complaint

 Date submitted

For Office Use Only

Received by _____

Date _____

Notes: