

SUMMIT LAKE PAIUTE TRIBE GRIEVANCE POLICY AND FORM

These policies and procedures were adopted by the Summit Lake Paiute Tribal Council by Resolution SL-10-2019 on April 20, 2019.

A. Definitions

1. **Grievance:** any dispute which an applicant may have with respect to SLPT's action or failure to act in accordance with the individuals applications or SLPT's regulations which adversely affects the individual's rights, duties, welfare or status
2. **Complainant:** any applicant whose grievance is presented to the SLPT Council
3. **Client:** an adult person(s) requesting or receiving SLPT assistance
4. **Homeowner:** Person whose name appears in the deed of the home
5. **Homebuyer:** Person who is looking to purchase a home
6. **SLPT:** Summit Lake Paiute Tribe

B. Applicant/General Grievances

Should the SLPT Council deny any applications, the applicant may appeal the decisions by filing a written notice with the SLPT within thirty (30) working days following the mailing of the notice of denial. The applicant shall be entitled to be present at a regular council meeting of the Summit Lake Paiute Tribal Council and shall have the right to present oral or written communications with regard to the reconsideration. The decision of the SLPT Council shall be considered final.

1. Grievance Requests must be signed and can be mailed in or brought to the Summit Lake Paiute Tribe's office.
2. The grievance is date stamped when received, initialed by SLPT staff and a copy given to the complainant.
3. SLPT staff will give the complainant the day and time of the next regular council meeting and shall make arrangements to schedule the complainant on the agenda. SLPT will notify the complainant they will be scheduled for a twenty (20) minute closed session with the SLPT Council. This notice will be given in writing within ten (10) working days from the receipt of the grievance request.
4. After such notification, it is the complainant's responsibility to attend this meeting via in person or telephone. The complainant is permitted to bring any

documentation, witnesses, or legal counsel that may assist them during the hearing.

5. The SLPT Council will hear both sides of the complaint; from the Housing Manager and complainant.
6. The complainant may not discuss the grievance with any council members or any council member families until the grievance has been resolved. This is so the council can remain an impartial panel.
7. The complainant will be notified in writing via certified mail of the Council's final decision within ten (10) working days from the date of the council meeting.

C. Procedures

Grievance Acceptance Procedures

1. Once a signed grievance is given to a staff member, it is to be date stamped and initialed by the SLPT staff member.
2. If a grievance is received through the mail, staff will send a letter to the complainant with the meeting information.
3. If there are less than seven days before the next meeting, staff will mail a letter to the complainant with the meeting information; but also make every effort to contact the complainant by telephone.
4. If the complainant brought the grievance in person, staff will inform them of the date and time of the next council meeting. Staff will also explain the complainant will have twenty (20) minutes to present to the council.
5. Staff will document anything the complainant says in regards to the grievance.
6. Staff members are not authorized to discuss the issue at hand once a written grievance has been submitted for council review.
7. Staff will make a copy of the grievance for the complainants file and put the original in a grievance folder.
8. The Housing Manager will add the grievance hearing to the agenda of the next regular council meeting.
9. The Housing Manager will review the grievance and determine what, if any documents are required for the grievance hearing.
10. Within ten (10) days after the Council has made a decision, notification will be in writing and mailed certified. Council decisions are final. A copy of the notification will be placed in the grievance folder and the complainant's file.

Grievance Request Form

This form is to be used to initiate a response from the Summit Lake Paiute Tribal Council regarding any action taken against an applicant. A letter requesting action and signed by the applicant may substitute for a grievance request form. **Use black or blue ink only.**

Name: _____

Date: _____

Address: _____

Phone: _____

Brief Description of Complaint

Action Requested by Complainant

Signature of Complainant: _____

Date: _____

FOR OFFICE USE ONLY

Date Received: _____

Date Notice of Grievance Hearing Mailed: _____

Date of Grievance Hearing: _____

Date Grievance Hearing Final Decision Mailed: _____