

Intake/Complaints Working Group
Reported by Jeanne Morrison

Complaints Intake Procedures

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1) What the working group is working on?

- We have not yet scheduled a meeting for this work group. In conversation with the Strategic Planning Work Group, we came to the realization that to develop appropriate complaint intake procedures we need to first determine the goals and objective relevant to the new ordinance and mission statement. In the meantime, we would like to get an assessment of the special skills and/or contacts of our Advisory Commission members, community organizations and town offices that handle complaints.

2) What authorization does your working group need to keep your project moving forward?

- All Advisory members complete the Liaison/Task Force Worksheet
- Approval of Strategic Plan (Goals and Objectives) once completed

3) What recommendations do you want the full Board to consider?

- None at the moment

4) What are your next steps?

- Plan a meeting to review current Intake Procedures
- Create a resource list based on Advisory Commission member's expertise, community organizations and town offices
- Recommend possible changes to the Intake Procedure form