

Citizens' Complaint Process Committee (CCPC)
Commission for Diversity, Inclusion & Community Relations

Register in advance for this webinar:

https://brooklinema.zoomgov.com/webinar/register/WN_MR75udIMQKSO1OWQb4ujtA

Phone In:

1 611 991-3610 (US East)

Meeting ID: 160 857 1309

Passcode: 37255633

After registering, you will receive a confirmation email containing information about joining the webinar.

Agenda

Wednesday, August 5, 2020

5:00pm - 6:30pm

5:00 - 5:15	Welcome & Review of Committee Charter: What is the Problem We're Trying to Solve?
5:15 - 5:45	Review of Other Town Complaint Processes: HR, Police, Schools
5:45 - 6:10	Review of Core Principles of Effective Complaint Processes
6:10 - 6:30	Creating a Scope of Work & Time Line