

**CITIZENS' COMPLAINT PROCESS COMMITTEE**  
**Commission for Diversity, Inclusion & Community Relations**

**AGENDA**  
**August 26, 2020**  
**5pm - 6:30pm**

Public Link:

[https://brooklinema.zoomgov.com/webinar/register/WN\\_swn4AqMQSa2OQ0IK23fL2g](https://brooklinema.zoomgov.com/webinar/register/WN_swn4AqMQSa2OQ0IK23fL2g)

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 254 5252 or +1 646 828 7666

Webinar ID: 160 821 4841

Passcode: 96023397

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|----------------------|--|
| 5:00 - 5:10          | Approve minutes of August 5, 2020 and August 12, 2020  |
| 5:10 - 5:20          | Public Comment   |
| 5:20 - 5:45<br>Human | Review Research Related to Other Town's Models (e.g. Cambridge Rights Commission)  |
| 5:45 - 6:15          | Create a Work Plan and Time Line <ol style="list-style-type: none"><li>a. What Do We Still Need To Research? (Open Questions?)</li><li>b. Identify Criteria for an Effective Citizens' Complaint Process</li><li>c. Identify Key Elements to be Included</li><li>d. Create A Draft</li><li>e. Hold Public Hearings</li><li>f. Other??</li><li>g. Map a Time Line</li></ol> |
| 6:15 - 6:30          | Next Steps   |