

Citizen Complaint Process Committee  
Commission for Diversity, Inclusion & Community Relations  
Tuesday September 15, 2020  
5PM-6:30PM

AGENDA

Public Link: [https://brooklinema.zoomgov.com/webinar/register/WN\\_lhABr5SZRZmqL-nH\\_qDUcw](https://brooklinema.zoomgov.com/webinar/register/WN_lhABr5SZRZmqL-nH_qDUcw)

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Webinar ID: 160 889 9856

Passcode: 73286074

5:00 - 5:05	Welcome
5:05 - 5:10	Approve Minutes
5:10 - 5:20	Public Comment
5:20 - 5:45	Alternative Dispute Resolution Overview
5:45 - 6:15	Finish Review of Principles and Best Practices: e.g. Core Values; Stakeholders; Community Outreach/Communications; Post Complaint Survey; Diversity; Evaluation of Process
6:15 - 6:30	Research - Questions and Progress