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

Minutes for 08/05/2020


Public: John VonScoyoc, Marty Rosenthal

Discussion regarding rules of meeting with emphasis on audio and visual recording of minutes

Meeting minutes from 07/29/2020 approved.

General discussion about the process to create the Citizen Complaint Process. It was determined that the proposed plan needed to be completed by February. The February deadline would allow sufficient time necessary for Town processes to review and comment on the plan prior to it being submitted to the 2021 Spring Town Meeting. It was noted that the CDICR will need to hold public hearings on the plan, no later than January.

There was a discussion about the presentation of warrants articles to Town Meeting. It was suggested that two articles be presented.

The first article would request the approval of the complaint process and the second article would ask for a time extension to further develop the process.

Committee members do not want to unnecessarily rush the creation of the process. It was discussed that rushing through its creation could lead to undesirable results.

There was a discussion regarding managing possible snags in the process development. How the process would interact with other complaint processes currently available in the Town?
Does the use of the complaint process exclude matters pertaining to Town Employees?
There was some disagreement regarding who can use the complaint process.
Some committee members thought that the process would used only for citizen complaints and that the police and HR have processes to handle town employee related matters. Others thought that the process would be all inclusive regarding who could access it.

There was a discussion regarding what happens when two Town complaint processes have opposing views on a case.

Discussion about the 2009 Citizen Compliant Report.
Discussion about how often the CDICR policies can be reviewed. It can be reviewed earlier than the 5-year time frame as stated in the By-Law.

Discussion about what types of complaints could be reviewed by the CDICR process.
- Complaints about citizens abusing Town Employees
- Citizen complaints about abusive behavior from businesses

Discussion about what types of complaints are received by the Town.

Discussion about who will serve on the Complaint Process

How do we mitigate subjectivity in the process?

Discussion on how to start.
It was suggested that the Committee start the development of the process by examining a subject matter and build upon it. Another suggestion was to start with a department.

There was a discussion regarding the difference between a Human Rights Commission (HRC) and a Citizen Complaint Body (CCB). The HR director explained the difference. A Human Rights Commission has State and Municipal authority to engage in investigatory processes and with some powers to enforce compliance. Citizen Complaint bodies do not necessarily have such powers.

There will be further discussion of the HRCS and CCBS at subsequent committee meetings.

There was some thought that the Committee needs to stay within the scope of the warrant:
- review complaints
- make recommendation for remedies

The Committee revisited a discussion about where the Citizen Complaint Process would reside once it has been approved.

There was discussion about the school compliant process. Except for matters pertaining to students, schools can be covered by the CDICR process.

Next meeting is scheduled for Wednesday August 12th.

Meeting Adjourned.