

Complaint procedures

To ensure that a uniform system exists for documenting and answering citizen complaints on a consistent basis, the following procedure is in effect within the Municipal Branch departments and is published for employee and community information. Additional forms can be picked up within each respective department involved. Those departments within the purview of the Municipal branch are: Community Center, Extension Service, Fire/Safety, Legal Aide, Prosecutor's office, Police Department, Education department, and Natural Resources.

PROCEDURES FOR COMPLAINTS

The procedures have been implemented to establish a uniform system within the Municipal Branch for documenting and answering citizen complaints.

These complaint processes will be used by the departments under the Municipal Branch for the purpose of non-employee(s) filing complaints against a department employee(s), other than a Department Head. All employees should be informed of the procedures involved. These processes are not intended to be used by an employee filing a complaint against another employee, nor are they to be used by a non-employee in filing a complaint against a Department Head; a complaint against a Department Head should be made at the Branch Manager's Office. Complaints may be submitted formally or informally, and must be noted on the complaint form.

1. FORMAL COMPLAINT PROCEDURES

1.1 A formal complaint is one which a non-employee files a complaint against a specific employee(s) and expects specific action to be taken on the complaint.

1.2 STEP 1

1.2.1 The complaining party completes, dates and signs the attached complaint report form. If the complaining party has a written statement it may be substituted for the narrative section, provided that it is signed and attached to the complaint form.

1.2.2 The complaint will be forward to the Department supervisor within one working day of the receipt of the complaint, in his or her absence, the succeeding supervisor will act on the complaint.

1.2.3 The Department supervisor will investigate, act upon the complaint and deliver a report to the complaining party within ten (10) working days after the complaint has been filed. An appointment will be set with the complaining party to review the findings and action prescribed.

1.2.4 The Department supervisor will write a letter containing findings, action prescribed and interview results. Copies will be sent to the complaining party, employee(s) and to the Branch Manager within five (5) working days.

1.3 STEP 2

1.3.1 If the complaint is not resolved at the first step, the complaint will be referred to the Municipal Branch Review Board within five (5) working days.

1.3.2 The Review Board will be comprised of one representative from each Municipal Branch Departments, excluding the Prosecutor and Legal Aide. Each Department will nominate two persons annually for the Board. The representative of the affected Department will be ex-officio to the Board.

1.3.3 The Review Board shall exercise the necessary authority to determine the validity of the complaint, whether the employee(s) are at fault. The Board will not review disciplinary action. Both the affected Department and complaining party must be prepared to submit statements or testimony for the Board's consideration.

1.3.4 The Review Board will submit a letter containing it's findings and prescribed action to the complaining party, affected, Department and Branch Manager within fifteen (15) working days.

1.4 STEP 3

1.4.1 If the complaint is not resolved at the second step, the complaint and all accompanying documents will be submitted to the Municipal Branch Manager within five (5) working days of the Review Board submission of it's findings.

1.4.2 The Municipal Branch Manager will review and respond to the complaint within ten (10) working days. The Manager's decision will be binding.

2.0 INFORMAL COMPLAINT PROCEDURES

2.1 An informal complaint is one that the complaining party wishes to make known to the Department Head, but does not expect specific action to be taken against the employee(s) concerned.

2.1.1 Informal complaints should be filed in the same manner as in the section 1.2.1, and should then be forwarded to the Department Head. The Department Head will use his/her own discretion for the follow up on an informal complaint.

3.0 LIBEL WARNING

3.1 Please be aware that the filing of a complaint against a Tribal employee can have serious affect on the employee charged with misconduct or improper actions. All citizens have a right to file such complaints, but it is important to remember that the filing of a false complaint with the intent to maliciously bring the charged employee into disrepute might subject the one filing the complaint to a criminal charge of Libel, CHAPTER VI, SECTION 41.

4.0 LEGAL LIABILITY

4.1 Any evidence of criminal wrong doing shall be reported to the Prosecutor at any time during this procedure.

Main dish soups class

Are you stuck on new ideas for nutritious inexpensive and good main dishes? Consider serving soup more often during these cold, grey days.

Homemade soups help use up leftovers and almost any type food on hand. No complicated equipment is required and soups can cook while you may be at work or while you do chores around the house.

The Warm Springs Extension Service and COCC Adult

Learning Center have combined efforts to offer a class starting February 19th on Main Dish Soups. Pennie Little will teach the class including information on making vegetable, meat and cream soups from scratch. Participants will have a chance to try their hand at soup making during the four, two hour class meetings. If you are interested sign-up at the COCC Adult Learning Center. If you have questions call Cynthia at 553-1428 or Pennie at Ext. 238.

Healthy teeth are important

Healthy teeth are as important to a well functioning body as any other organ. It is important to maintain proper care of teeth whether they be permanent or a child's first set of temporary teeth.

Teeth serve two functions. They are the first step in digestion. They do the grinding and cutting food into small pieces so it can be properly utilized in the body. Teeth are also necessary for the clear distinct speech. How your tongue and mouth are shaped affects the sound of your words.

Temporary teeth

When a baby is born there are no teeth visible. But they are hidden under the gums. At the age of three months the gums begin to harden. Later they become red and swollen and soon a white spot marks the location of the first tooth.

By the time the baby is six or seven months old the first teeth appear in the front of the mouth. And usually by the time the child has its second birthday all the temporary teeth have erupted. There are 20 temporary teeth.

The Permanent Teeth

About the time the child is six years old, teeth from in the back of the jaws, behind the temporary teeth. These

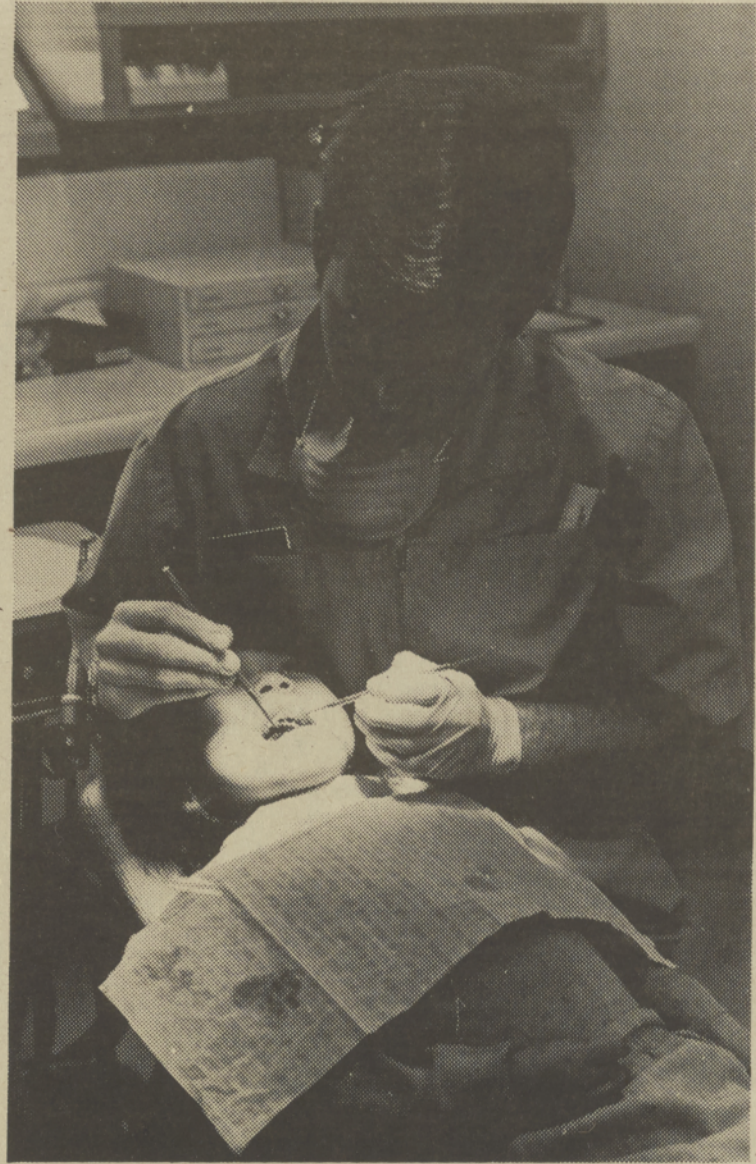
"six year molar" as they are called are permanent teeth. These teeth are the keystones of the dental arch, they shape the mouth depends to a large extent on these molars. They should be well taken care of.

About a year after the "six year molars" appear the first baby teeth become loose and fall out. The roots of these temporary teeth are absorbed by the tissues and only the hard enamel and its supporting structures are left to come out. The permanent teeth will replace the temporary teeth.

The temporary teeth are important in that they guide the permanent teeth into place. If the first teeth are lost prematurely due to infection or decay the second teeth can come in crowded and out of place.

Tooth decay

While there is more than one reason for the occurrence of tooth decay, it is generally believed that one of the most common causes stems from



bacteria which produce acids from foods which in turn attack the surfaces of the teeth. Clean teeth are less likely to be attacked than teeth which are not brushed regularly after eating.

As food is chewed particles lodge between the teeth. These particles serve as food for the bacteria which are always present in the mouth. The bacteria are changed to acids which then attack the teeth or are broken down to substances which cause bad breath. The bacteria fasten themselves to the teeth by their own adhesiveness and by that sticky substance in saliva known as mucin. When this occurs the acid formed by the bacteria dissolves the enamel, forming a tiny hole. This hole or cavity then is rapidly enlarged because bacteria stream into it not prevented, the cavity finally reaches the pulp and then the bacteria can enter the

bloodstream which goes to all parts of the body and may carry disease bacteria with it.

Care of teeth

1. As soon as a child has his 20 temporary teeth or before a visit to the dentist is on order. Then a visit every six months or more often is necessary. Do not wait until decay starts.

2. Eat plenty of food containing calcium, phosphorus and vitamins A and D, such as butter, cheese, eggs, prunes, meats, oatmeal and milk. Also fruits are a good source of vitamin c. A dental hint is do not drink when there is food in the mouth because this prevents chewing and avoid excessive intake of sugary foods.

3. Choose a toothbrush to fit the mouth. Make certain bristles are not broken or loose. Do not use anyone else's brush. Brush the teeth each time they are used, after each meal and on rising and retiring.

Register your belongings

The Warm Springs Police Department encourages all residents on the reservation to register all stereos, TVs and rifles, as there has been a rash of burglaries in the Warm Springs area.

Write make, model and serial numbers of each item on a piece of paper and put the paper in a safe place. With items being registered this way, the police department may have an easier time in locating any stolen items.

THURSDAY FEB. 5, 1981

6:00 PM.

WARM SPRINGS ELEMENTARY SCHOOL

COST: \$15.00 PER MO.



* FOR MORE INFORMATION CALL: VERNON ROWE (EVENINGS) 475-7041