

Summary of Policy Committee Meeting
August 3, 2010

1. Roll Call

Alfredo Sotomayor, Committee Chair, called the meeting to order at 1:00 PM CDT on August 3, 2010. Attendance is recorded in Attachment 1.

2. SOP 1-105: Process for Creating Guidance

Alfredo reported that he had made the changes discussed at the last meeting.

Additional comments and suggestions included:

- 7.2 Add “councils” so that NEFAP accreditation council is included as well as the NELAP AC.
- Revise language in Appendix A to say “TNI Group Making Request”
- Remove the word “interpret”. Change to communicate, help implement, clarifies, etc.
- Should consider having a form for electronic submittal with a drop down menu.
- 8.2.2 Remove “interprets”
- 8.2.8.2 Remove “interpret”

Alfredo will make these changes and circulate today. Gary Dechant moved the guidance SOP 1-105 be approved with these changes. JoAnn Boyd seconded. Voting will be done by email.

3. Policy 1-108: Complaints

Alfredo has revised the Complaint Policy as discussed at the last meeting. He posed several follow up questions to the committee for discussion.

What about allowing complaints from the public (not TNI members)?

- Some thought this was a little too broad. Perhaps SOP could describe different types or levels of complaints.

Will complaint policy and procedures be included in the Quality Management Plan?

- Complaints Policy may be part of the QMP or it could be referenced. Unknown at this time.

Is this a policy for how the Policy Committee handles a complaint about policies?

- No, it is intended to be used in conjunction with program compliant policies and procedures.

The Policy Committee will deal with a complaint if it is not being handled by a program.

The following should be added to Section III: Establishing procedures to receive complaints, establishing procedures to maintain confidentiality if requested, managing procedures for resolving complaints.

Alfredo will make these revisions and present the policy at the Washington meeting. It was also determined that the Complaint Policy should be held until the SOP was finished and forwarded to the TNI Board for approval together.

5. SOP 1-106: Complaint Resolution

Alfredo presented an outline of the complaint Resolution SOP for discussion. Questions and comments included:

- Section 6.0 Could this process be used for complaints about the accreditation/recognition process? Yes, complaints about process, but not about the decision. Complaint SOP cannot be used to appeal accreditation or recognition decisions.
- Should the complaint submission indicate “actions to date to resolve complaint”? Yes, this can be added to 7.0 Complaint intake.
- It may not be possible to keep some complaints confidential. Everyone will want to be confidential if that option is allowed. We should not take anonymous complaints.

Alfredo will add these points for discussion at the Washington meeting.

6. Next steps

The agenda for the Washington meeting will include:

- Open discussion and audience input on the Complaints Policy and Complaint Resolution SOP
- Presentation on the draft QMP outline by Lynn Bradley

7. Next meeting

The next meeting will be in Washington, DC, at 1:30 pm EDT, August 9, 2010.

Regular meetings will be the first Tuesday and third Thursday of each month.

Table 1
Attendance

| Name | Representing | Present |
|--------------------------------|---------------------|----------------|
| Alfredo Sotomayor | TNI Board | X |
| Gary Dechant | PT | X |
| Jo Ann Boyd | LASC | X |
| Silky Labie (Bob Wyeth) | CSD | X |
| Iona Taunton | Ex Officio | X |
| Steve Stubbs | NELAP Board | Absent |
| Susan Wyatt | Advocacy | Absent |
| Mei Beth Shepherd | Associate | X |
| John Moorman | NEFAP | X |
| Carol Batterton | TNI Staff | X |
| Vacant | TAC | Absent |