

Summary of Policy Committee Meeting  
August 9, 2010

1. Roll Call

Alfredo Sotomayor, Committee Chair, called the meeting to order at 1:30 PM EDT on August 9, 2010, in Washington, DC. Attendance is recorded in Attachment 1.

2. Complaint Resolution Process

Alfredo reviewed the status of development of the compliant resolution Policy and SOP to date. Questions about the process included:

- Where is the entry point? Is there a potential that parallel processes will exist? The committee anticipates that the appropriate program will be the entry point. The global process cannot be used to appeal a program complaint process decision.
- Will some control be established to ensure that the same complaint is not being worked on by two areas at the same time? This has not been determined yet.
- The goal is for this process to be the face of TNI especially if a person does not know where to start.

Alfredo reported that a draft of the policy and an outline of the SOP have been completed at this time.

Following review of the elements of the policy, questions and comments included:

- How will this policy work with the TNI QMP? Lynn Bradley responded that it will be referenced.
- Will this policy allow a program to refer complaints to the Policy Committee? There should be guidelines to keep that from happening if the complaint legitimately belongs in the program.
- Should there be a conflict of interest clause?

Alfredo then reviewed the outline of the complaints SOP. The following comments and questions were presented:

- Add “conflict of interest” to definitions
- Should TNI have a policy on definitions? Or, does each program have to define their own terms? We should use ISO definitions. There may need to be notes to explain. If programs have different interpretations, that might

be acceptable. We would need to have buy-in from the entire organization to have a common definition.

- The Policy Committee is the place to assure consistency of definitions. Ilona Taunton will be reviewing and looking for inconsistencies.
- The types of complaints: inquiry, complaints, higher level (fiscal, personnel)
- Will there be a phone line for whistleblowers? There may need to be a separate process.
- **7.0** What if complainant does not want to provide requested information? Some fields in the electronic form should be noted as “required”.
- What if complainant has filed the same complaint repetitively?
- Will TNI publish a resolution of the complaint?
- There should be an initial notification to the complainant that a complaint has been received.
- What if complaint determined to be “not valid”? The complainant should be directed in a way to resolve the issue.
- Will all complaints be tracked in one place? If complaints go into a program, they won’t be in a central database.
- The Policy Committee needs to recommend what is required for a database.
- There could be a Policy sub-committee doing intake review of complaints filed.
- Find another word for “validity”. Should focus on applicability of process, not merit of the issue.
- Who performs this step?
- Is “complaint” defined anywhere?
- Should deliberation on complaints be recorded in committee minutes?
- This complaint process should not second guess other program complaint processes. However, the Policy Committee could ask the program to reconsider decision.
- Complaints heard by another program, can be reviewed by Policy Committee relative to the process.
- Policy Committee will have sole ownership of complaints that cannot be sent to another group. It should be stated that Policy will handle any complaint that is not covered by another complaint policy.
- We should add an appeals section for decisions made by the Policy Committee.
- Does each program need a complaint process?

Alfredo will report back to the TNI board on the status of these discussions and input received.

### 3. Quality Management Plan

Lynn Bradley reported on the status of the quality management plan to date and the draft outline. Lynn indicated that her goal was to have a working draft prepared by a small working group this fall and to have a discussion draft ready for the Savannah meeting. Questions and comments included:

- Will the Quality Management Plan scope support Administrative function? Yes.
- There should be a “communications” section to describe how new SOPs, practices, expectation, etc, are communicated.

4. Guidance SOP

Alfredo reported that the SOP for creation and use of guidance is complete and has been approved by the Policy Committee by email vote. It will be forwarded to the TNI Board for approval.

Is the QA manual template a guidance document covered by this SOP? Possibly it is. Alfredo will schedule for discussion at the next Policy Committee meeting.

7. Next meeting

The next meeting will be in August 31, 2010, at 2:00 pm EDT.

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

**Table 1  
Attendance**

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

Also attending: Jane Wilson, John Applewhite, and Susan Boutros