TNI Policy Committee
Meeting Summary
March 1, 2011

1. **Attendance**

    The meeting was called to order by the Chair at 2pm EST in Savannah, GA. The following members were in attendance: Jerry, Silky, Steve, Alfredo, JoAnn. Mei Beth Shepherd was also in attendance.   Missing: John, Bob, Susan.

2. **Input**

    Alfredo needs everyone to send information on which programs they are involved in.

3. **Savannah**

    Everyone was present except for Steve. Alfredo reviewed the complaint resolution SOP. Changes to the SOP were noted on today's meeting announcement. The Consistency Improvement Task Force meeting went well. Presentations will be posted on the website for all meetings.

4. **Review Documents**

    Ilona reviewed how the new Policy discussion board works to help the committee review documents submitted for approval.

5. **Complaint Resolution Processes**

    Alfredo reviewed the changes that were requested in Savannah (see minutes from 1/31/11 meeting).

    Definitions:
    -   OK

    Complaint Intake:
    -   Left 6.3 as requested.

    Complaint Acceptance:
    -   "staff" instead of "stall".

    Assignment for Investigation

    -   The group may pick one individual to perform the majority of the investigation. This still works within this procedure.
    -   Remove "for investigation" from end of 8.1.

Complaint Investigation

Remove 9.6.1, because it is already addressed in 8.1.

Final Disposition of Complaint

Incorporate 10.4 into 10.1.

Do we need another appeals process? (See 12 below.)

Communication with Complainant and Tracking Complaints

OK

Section 12:
Jerry will take this updated version of the SOP to legal counsel. He will also ask about the appeals process.

Alfredo will forward the update to the committee for comment.

The SOP should be ready for the April TNI Board Meeting.

6. **Quality Manual Template**

   Everyone was e-mailed the most current version of the template. The members present on the call preferred to move the document forward for approval.

   An e-mail vote will be sent out by Alfredo. Once approved a TNI logo can be added to the template. People will be asked to respond by Friday.

7. **Open Meetings**

   In III .1 – It should read "TNI Board Executive Committee" to distinguish it from other Executive Committees.

   Impromptu / Ad Hoc meetings. These are not necessarily closed – but they are not announced. Do all TNI meetings need to be announced? Most of the time these meetings are informational and may lead to a more formalized meeting.

   Alfredo will make the changes and then forward to William for review.

   Ilona will add the Policy to the document control system.

8. **Action Items**

   See Attachment A.

9. New Business

Alfredo will send a table for people to fill in current information.

10. Next Meeting

The next meeting of the Policy Committee will be March 14th.

Action Items are included in Attachment A and Attachment B includes a listing of reminders.

The meeting was adjourned at 3:34 pm EST.

Action Items – TNI Policy Committee

	Action Item	Who	Expected Completion	Comments/ Completion
5	Review Complaint Resolution SOP with lawyer.	Jerry	TBD	
6	Review Quality Manual Template and send comments to all committee members by e-mail.	All	Next Meeting	Complete
7	Distribute e-mail vote for approval of Quality Manual Template.	Alfredo	Friday, 3-4-11	
8	Provide Alfredo with information on Programs people are involved in. Provide updated contact information.	All	3-15-11	
9	Update Open Meeting Policy and review with William.	Alfredo	3-15-11	
10	Comment on Complaint Resolution SOP.	All	3-15-11	
11				
12				
13				
14				

Backburner / Reminders – TNI Policy Committee

	Item	Meeting Reference	Comments