

# **Office of Ombudsperson for American Indian Families**

## **GRIEVANCE POLICY**

Pursuant to Minn. Stat. §3.9216, the American Indian Community-Specific Board, who advises and assists the Ombudsperson for American Indian Families (Ombudsperson), will handle all grievance and complaints about the Office of Ombudsperson for American Indian Families.

All grievances and complaints will be handled during the meetings of the American Indian Community-Specific Board. For this specific agenda item, the Board Meeting will be closed to the public.

There is a form which must be filled out and attached to any grievance correspondence that is sent to the Board. The correspondence, which must be signed by the aggrieved person, must contain the following:

- Information, including name and contact information such as an email address, mailing address and telephone number,
- The date of the incident and
- The forum in which the incident happened.

**You can email the completed form to:** [intake.OAIF@state.mn.us](mailto:intake.OAIF@state.mn.us)  
**or mail it to:** Office of Ombudsperson for American Indian Families,  
23 Empire Drive, #102, St. Paul, MN 55103

The Board must receive the written grievance no later than ten (10) days prior to the Board's Meeting. The Ombudsperson will be in attendance at the Board Meeting and the aggrieved person will be allowed the opportunity to present the grievance and complaint in person.

After hearing the complaint, the Board will excuse the aggrieved person and discuss the grievance and complaint with the Ombudsperson. The Board will determine which steps will be taken according to the Board's position and its governing policies and statutes.

A letter will be sent to the aggrieved person no later than 30 days after the Board Meeting to explain the Board's recommendations and/or actions.