

## BAO Complaint Process Questions

### Information from March 17, 2026 Board Policy and Monitoring Committee

#### General Questions:

1. The process is intended for the Board so should it be managed by the Board?
2. Who are the key participants that should be involved in this process as outlined in the process questions?
  - a. What are the roles and responsibilities of each participant?
  - b. What are the reporting relationships of each participant?

#### Procedural Questions:

To facilitate Committee discussion, the procedural questions were organized into four stages: pre-investigation, management of investigation, review deliverables, and post-investigation. Identifying who receives information and by what means is critical to maintaining impartiality and confidentiality throughout stages of this process.

#### Pre-Investigation - Intake of complaint to potential investigation

Complaint received.	<i>Who receives the complaint?</i>
Complaint intake.	<i>Who does the intake of the complaint?</i>
Complaint reviewed.	<i>Who determines if an investigation is needed?</i>
Investigation Warranted.	<i>Is the BAO placed on paid administrative leave?</i>
Investigation Begins	<i>Who selects the investigator? Who negotiates scope, schedule, costs, and identifies deliverables? Who approves the contract?</i>

#### Management of Investigation - Initial meeting to submittal of deliverables

Initial Meeting	<i>Who attends?</i>
Ongoing Management	<i>Who oversees the management of progress per the approved scope, manages the budget and tracks payment?</i>

Potential Scope Changes	<i>Who reviews and approves necessary changes (change management) and develops revised scope, schedule and costs?</i>
Ongoing Communication	<i>What regular communication is provided and how often? How are updates provided and to whom?</i>
Completion of Investigation	<i>What determines the completion of the investigation? Is it data completion, completion of any deliverables or a final report?</i>
Submission of Deliverables	<i>Who receives the deliverables? Is there an initial draft followed by a final report on deliverables?</i>

**Review of Deliverables - Review of deliverables to close out of investigation and contract**

Deliverables	<i>Who reviews? Are there other reviewers besides Board members?</i>
Purpose of Review	<i>Is the review for information, comments, questions?</i>
Board Action	<i>Does the Board need to accept the completion of the data, completion of the deliverables or a final report? If so, in what format?</i>
Communication on Outcomes	<i>How are results communicated and to whom? Is there a need for a Communications Plan? What documents are released? What is the timing and methodology of the release?</i>
Completion of Investigation	<i>What determines the final completion of the investigation? Who closes out the contract with the investigator?</i>