



ADMINISTRATIVE PROCEDURES

(EMPLOYEE DISCIPLINARY APPEAL POLICY AND PROCESS)

Purpose

1. To provide an administrative process for resolution of disputes with the actions and decisions of the Tribal government pursuant to Tribal law.
2. To provide Nottawaseppi Huron Band of the Potawatomi government employees with the opportunity for an objective review and reconsideration of disciplinary actions without the fear of reprisal.

Policy

1. NHBP Operations.
 - a. The NHBP actively seeks to promote the Potawatomi (Bode'wadmi) traditions and values by ensuring that employment practices and decisions reflect the Seven (7) Grandfather Teachings.
 - b. Consistent with that goal, people requesting review of NHBP government actions through these procedures are expected to address their concerns in a respectful and truthful manner.
 - c. Likewise, management employees at all levels responding to appeals are expected to consider those appeals with respect, wisdom and humility.
 - d. NHBP will promptly process all requests for review and appeals that are properly initiated in accordance with this policy.
 - e. The availability of these Administrative Procedures is intended to
 - i. provide a forum to review the application of employee disciplinary processes by managers/directors;
 - ii. to promote more efficient and effective operations within the organization; and
 - iii. to provide administrative procedures to NHBP Members and others affected by decisions of the Tribal Government an avenue to appeal those actions where allowed under Tribal law.
2. NHBP Members and Others.
 - a. NHBP Members and members of the public have the right to expect the consistent application of policies and procedures by the Tribal government.
 - b. Through these Administrative Procedures, NHBP Members and others, who are subject to administrative actions of the Tribal government have the opportunity to appeal those actions through this formal review process.
 - c. NHBP Members and Others utilizing these Administrative Procedures are required to abide by any time constraints for filing and response contained in the Tribal law under which they are proceeding. If there is no Tribal law or no timelines contained in the applicable Tribal law, the following shall apply:
 - i. The request for review under these Administrative Procedures must be made within seven (7) days of receipt of the action being appealed,
 - ii. or within seven (7) days after any step in the appeal process.
 - iii. Failure to meet this deadline, waives the appellee's right to continue the appeal to the next level of the Appeal Process.
 - d. These Administrative Procedures are not, however, intended to create any contractual right to employment or any other remedy.
3. NHBP Employees.
 - a. NHBP employees have the right to expect the consistent application of policies and procedures, as well as the proper imposition of disciplinary actions.
 - b. Through these Administrative Procedures, employees who are subject to disciplinary actions have the opportunity to appeal those disciplinary actions through this formal review process.

- c. Employees are expected to be willing to address their issues directly with the supervisor involved. If for any reason, an employee is uncomfortable with meeting with his or her supervisor involved, or any level of management, during the appeal process, an employee may request to have a representative from the Human Resources Department attend any meeting.
 - d. Employees are required to initiate these Administrative Procedures within seven (7) days of receipt of the disciplinary action or within seven (7) days after any step in the appeal process. An employee who fails to meet this deadline, waives his/her right to continue the appeal to the next level of the appeal process.
 - e. These Administrative Procedures are not, however, intended to create any contractual right to continued employment and do not alter the at-will status of employment.
 - f. All full-time and part-time employees may use this process if they have been employed by NHBP for at least ninety (90) days.
 - g. Appeals of disciplinary actions may be forwarded to the Board of Review for a final appeal by the employee after the employee exercises his or her rights under these Administrative Procedures.
 - i. Managers, directors and chief officers are not eligible to appeal disciplinary actions to the Board of Review.
 - 1. Managers', directors' and chief officers' only level of appeal is to the Chief Executive Officer (CEO). In the absence of the CEO, the Chief Legal Officer (CLO) shall assume the CEO's investigation duties and make recommendations to Tribal Council who will make the decision on the appeal.
 - 2. For Gaming Commission managers, their only level of appeal is to the Executive Director of the Gaming Commission (EDG).¹ In the absence of the EDG, the CLO shall assume the duties of the EDG and make recommendations to Tribal Council who will make the decision on appeal.
 - ii. Only current employees appealing a disciplinary decision may access the Board of Review process.
4. NHBP Management Staff.
- a. Management employees assessing disciplinary actions to employees are, at the time the Disciplinary Warning Form is issued, responsible for notifying employees of their right to access this appeal process and refer the employee to the Human Resources Department.
 - b. If for any reason, a supervisor is uncomfortable meeting with an employee, or former employee, to review and discuss a disciplinary action or appeal, that supervisor may request a representative from Human Resources attend the meeting.
 - c. Management employees involved in the appeal process are required to respond to appeals within the time frames outlined herein. Failure of a management employee to meet these deadlines will result in disciplinary action for that management employee.

¹ When this policy is applied to Gaming Commission employees, all references to the Chief Executive Officer should be replaced with the Executive Director of the Gaming Commission.

5. Issues for Review:
 - a. When the Tribal Code requires or allows a person to exercise his or her administrative remedies prior to filing an action in Tribal Court, these are the administrative remedies that must be followed first.
 - b. Disciplinary actions for employees.
 - c. Enrollment appeals must go through the process outlined in Title II, Chapter 1, Enrollment Code of the Tribal Code and are not eligible for this process.

6. Other Rights Retained by Employees, NHBP Members and Others utilizing these Administrative Procedures:
 - a. Open Communications:
 - i. Consistent with the Seven (7) Grandfather Teachings, open, mutually respectful and honest communications between employees, NHBP Members, Others, and Management employees is the most effective means of addressing issues/complaints.
 - ii. Employees are encouraged to utilize intra-department communications or, when necessary, the Human Resources Department to discuss and resolve other matters.
 - iii. Management employees at all levels are expected to support employee efforts to communicate in an effort to address and resolve workplace issues and concerns.
 - iv. Nothing in these Administrative Procedures is intended to restrict an employee's right to avail himself/herself of the Open Communication and Non-Retaliation Policies to address any issue or other work-related complaint or dispute not covered by this policy.
 - b. Supervisors, managers and directors should coordinate all disciplinary actions with the Human Resources Department to ensure compliance with these procedures.
 - c. Action by management employees intended to stifle or impede someone's attempt to utilize these Administrative Procedures will not be tolerated and, when found, will result in disciplinary action against the offending management personnel.
 - d. Nothing in these Administrative Procedures is intended to limit an employee's right to file a complaint, which does not involve the appeal of a disciplinary action covered by this Policy, with the Human Resources Department, which alleges a violation of applicable Tribal laws including:
 - i. Indian Preference in Employment Code;
 - ii. Fair Employment Practices Code, including Tribal OSHA;
 - iii. Labor Relations Code;
 - iv. Workers Compensation benefits;
 - v. Anti-Harassment Policy violations.²
 - e. Any employee alleging that he/she was subjected to disciplinary action in violation of any of the above-referenced laws is, however, obligated to exhaust his/her administrative remedies by availing himself/herself of this process prior to filing an action in court.

² Harassment complaints should be made and appealed through the Anti-Harassment Policy's procedures.

Procedures

1. For employees and employment applicants, the Human Resources Department (HR) will:
 - a. monitor deadlines and assist appellees, employees and management employees through the appeal process:
 - i. All time periods are measured in calendar days starting the next day. (See definition for "days" below.)
 - ii. The time period runs regardless of whether or not the government offices are closed on the day documents are due.
 - iii. If the government offices are closed, for whatever reason, the appellee, employee or management employee will have until 5pm the next day the offices are open to turn any required documents into HR and will be expected to make arrangements to do so with HR in advance.
 - b. designate a specific HR employee to be the person of contact for each case on appeal. This HR staff person will be the contact person for both management and the appellee; and
 - c. communicate information via email to the appellee and management. All communications will be done through the employee email system.
 - i. Appellees without access to the NHBP email system and terminated employees must provide a personal email address on the appeal form for communications.
 - ii. Appellees without email access may make special arrangements with HR when submitting their appeal to communicate with HR in another format. (Use of alternate forms of communication will not entitle the appellee to longer time periods.)
 - d. provide any terminated employee, eligible to contest his or her termination through the appeal process, with a copy of the Disciplinary Action Process Policy, this policy and the Employee Disciplinary Action Appeal Form and Request for Board of Review Form. Human Resources may satisfy this requirement by providing the terminated employee with digital versions of the policies and form.
2. For administrative appeals that do not involve employees or employment issues, the CEO's Administrative Assistant will:
 - a. monitor deadlines and assist appellees through the administrative process:
 - i. All time periods are measured in calendar days starting the next day. (See definition for "days" below.)
 - ii. The time period runs regardless of whether or not the government offices are closed on the day documents are due.
 - iii. If the government offices are closed, for whatever reason, the appellee, or management employee will have until 5pm the next day the offices are open to turn any required documents into the CEO's Administrative Assistant and will be expected to make arrangements to do so in advance.
 - b. The CEO's Administrative Assistant will be the person of contact for each case on appeal. This staff person will be the contact person for both management and the appellee; and

- i. communicate information via email to the appellee and management. All communications will be done through the employee email system.
 - ii. Appellees without access to the NHBP email system must provide a personal email address on the appeal form for communications.
 - iii. Appellees without email access may make special arrangements when submitting their appeal to communicate with the CEO's Administrative Assistant in another format. (Use of alternate forms of communication will not entitle the appellee to longer time periods.)
 - c. provide any appellees with a copy of these Administrative Procedures and the Administrative Procedures Form. This requirement may be satisfied by providing the appellee with digital versions of the policy and form.
- 3. 1st Level Appeal (Department Head Appeal)
 - a. Appellees must file their appeal within one of the following deadlines:
 - i. If the appeal is filed pursuant to the administrative remedies section of a Tribal Law, the appeal must be filed within the time frame specified in that Tribal law.
 - ii. Employees must file an appeal within seven (7) days of the occurrence of an eligible issue or receipt of the discipline being grieved.
 - iii. All others, if no deadline for filing an appeal is stated in the applicable Tribal law, must file the appeal within seven (7) days of the occurrence of an eligible issue or receipt of notice of the Tribal government's decision/action being appealed.
 - b. The Appeal form should be used and once completed turned in to HR for employee appeals or the CEO's Office for all other appeals. The appeal should state in writing:
 - i. the nature of the claim, dispute or complaint;
 - ii. the solution or resolution requested by the appellee; and
 - iii. if an employee, the employee's understanding of the original discipline.
 - c. Appeals will follow the chain of command for the department whose actions are being appealed. For example:
 - i. An appealing employee's case will be heard by that employee's department head.
 - ii. An appeal filed by an NHBP Member, will be heard by the Department Head of the department whose action the Member is appealing.
 - d. HR or the CEO's Administrative Assistant will take submitted appeals and provide the appeal to the department head who reports to the CEO in the appropriate department.
 - i. For purposes of this policy that person will be referred to as the department head. However, please note that according to individual department's organizational structure, this may be a manager, chief officer or other staff person so designated.
 - ii. In the absence of the department head who reports to the CEO, the next level down supervisor would conduct the review.
 - iii. If the department does not have a department head or next level supervisor, the appeal will proceed directly to the CEO (the 2nd Level Appeal).
 - e. Upon receipt of the appeal the department head has seven (7) days to discuss the issues being appealed with the employee and the supervisor or manager who imposed the decision being appealed.
 - i. The department head may also confer with Human Resources and the Legal department.

- ii. The department head may interview any witnesses and review any other relevant materials including an employee's personnel file.
 - f. The department head then has an additional seven (7) days to submit his or her response, in writing on the Appeal form, to HR or the CEO's Administrative Assistant.
 - i. The department head's decision may:
 - 1) uphold the original decision or discipline,
 - 2) modify it in some way,
 - 3) overturn it all together, and/or
 - 4) in the case of an employee discipline, remove the discipline from the employee's personnel file.
 - ii. However, the department head may not:
 - 1) impose a harsher or additional discipline on an appealing employee, or
 - 2) impose some harsher consequence on the person appealing the department's decision.
 - iii. Furthermore, the department head must provide in his or her written decision justification for any action/decision.
 - g. Once the department head's written decision is received by HR or the CEO's Administrative Assistant, it shall be forwarded to the appellee. With the response, NHBP will also inform the appellee of the next step in the process should he or she choose to continue with his or her appeal and that the appellee has seven (7) days to request that the appeal continue.
 - h. The appellee should notify HR or the CEO's Administrative Assistant of his or her decision to accept the department head's decision or continue the appeal. The appellee's failure to provide notice within seven (7) days, waives the appellee's rights to further appeal and HR or the CEO's Administrative Assistant will instruct the department to implement the Department Head's decision.
 - i. If the appellee is an employee, and he or she accepts the department head's decision, HR shall implement any changes to the employee's personnel file or other requirements as indicated in the department head's decision.
 - ii. The employee shall be bound by the department head's decision regarding this disciplinary issue.
 - i. If the appellee chooses to further his or her appeal, proceed to 2nd Level Appeal procedures below (CEO Appeal).
4. 2nd Level Appeal (CEO Appeal)³
- a. If the appellee believes that the issue has not been resolved at the department head level (1st Level Appeal), the appellee must contact HR or the CEO's Administrative Assistant within seven (7) days of receiving the department head's decision and request to continue the appeal to the CEO (2nd Level Appeal).
 - i. In the absence of the CEO, the Human Resources Director shall perform the CEO's duties for the 2nd Level Appeal.

³ If the CEO is not available or there is a conflict of interest for the CEO to fulfill this role, the Human Resources Department Director shall fulfill the duties of the CEO in the 2nd Level Appeal process.

- ii. In the absence of the EDG, or both the CEO and HR Director, the CLO shall fulfill perform the CEO's duties for the 2nd Level Appeal.
- b. The request for CEO review must be made in writing, preferably on the appeal form, and identify:
 - i. The nature of the claim, dispute or complaint;
 - ii. The appellee's understanding of the original decision or the employee's understanding of the original discipline;
 - iii. The appellee's understanding of the outcome after the Department Head decision or the employee's understanding of the discipline after the 1st Level Appeal;
 - iv. The solution or resolution the appellee is requesting; and
 - v. Whether or not the appellee wants to meet in person with the CEO, as part of the 2nd Level Appeal.
 - 1) It may take longer to resolve an appeal when an in-person meeting is requested.
 - 2) Neither party will be penalized for extending the timeline to accommodate each other's schedules for an in-person meeting.
- c. The CEO's role in the appeal process is to:
 - i. ensure that lower level management employees properly applied NHBP policies and procedures;
 - ii. ensure that all appellees are provided with the rights, opportunities and protections they are entitled to under those policies and procedures and Tribal law; and
 - iii. provide an objective review of a department's operations.
- d. The CEO may choose to meet with any staff involved in the issue on appeal that the CEO feels will aid him or her in the decision.
- e. The CEO may interview any witnesses he or she feels has relevant information regarding the employee's discipline and/or an appeal.
- f. The CEO shall have twenty-one (21) days from the date he or she received the appeal to provide his or her response in writing. The response shall include:
 - i. Any action to be taken by staff in regards to the issue on appeal,
 - ii. whether the CEO supports the decision of the supervisor/manager/director, and
 - iii. the justifications for the CEO's decision.
- g. The CEO's decision may
 - i. uphold, modify or overturn the original decision or employee discipline,
 - ii. uphold, modify or overturn the department head's decision, and/or
 - iii. correct or remove disciplinary items from an employee's personnel file.
 - iv. However, the CEO may not impose a harsher decision on an appellee or additional discipline on an appealing employee.
- h. The CEO shall provide his or her written response to HR or the CEO's Administrative Assistant. If the CEO's decision is different from the department head's decision, the CEO's decision is the one that will be implemented by Human Resources and the department involved.
- i. HR or the CEO's Administrative Assistant shall notify the appellee of the CEO's decision and provide the appellee with a copy of that decision.
 - i. When the CEO's decision is in regards to an employee disciplinary issue:

- 1) Human Resources shall instruct the employee on the next steps including whether the employee is eligible or not for the Board of Review (BOR) process, how long the employee has to file the appeal with the BOR, and what is required.
 - 2) Human Resources may also respond to any other questions the employee has regarding the BOR process/procedures.
 - 3) The appealing employee has seven (7) days to make a decision and file an appeal with the Board of Review, if eligible, from the date he or she receives the CEO's decision.
 - 4) If the employee chooses not to appeal the CEO's decision, the CEO's recommendations shall be implemented by HR and the employee and department head shall be made aware of their implementation and the expectations of both the employee and department head under the CEO's recommendations.
- ii. When the CEO's decision is in regards to an administrative appeal, the CEO's decision is final and shall be implemented by Tribal government employees.
 - 1) These decisions are not eligible for the Board of Review Process.
 - 2) The appellee may proceed to Tribal Court if allowed under Tribal law.
- ii. Retaliation Prohibited
 - a. NHBP prohibits any retaliation against any employee who participated in these Administrative Procedures including: the employees requesting appeal of a disciplinary decision, a request for a Board of Review hearing, witness employees who assisted in an investigation and employee and management BOR Representatives. (See the Open Communications and Non-Retaliation Policy.)
 - b. If any employee believes that she or he has been retaliated against, he or she should immediately contact the Human Resources Director or in the absence of the Human Resources Director, the CEO or EDG for gaming employees.
 - i. Human Resources is responsible for investigating all allegations of retaliation and following up on any concerns.
 - ii. Any employee of NHBP who has retaliated against any other employee utilizing or participating in these Administrative Procedures or this Appeal Process shall be subject to disciplinary action, up to and including termination.
 - c. If an employee, a witness or a BOR Representative is to be disciplined or discharged within six (6) months of participating in an employee disciplinary appeal or Board of Review:
 - i. The Department issuing such discipline must first report such action to the Human Resources Director, who is to determine whether further investigation based on possible retaliation for the employee's participation in these processes is necessary.
 - ii. When investigation is required, the Human Resources Director shall conduct the investigation and evaluate whether the disciplinary action is in retaliation for participating in an employee disciplinary appeal or these Administrative Procedures.

- iii. Human Resources shall issue an opinion regarding whether or not corrective action is required.
 - 1) If Human Resources and the Department Head cannot agree on the corrective action to be issued, the matter will be brought before and resolved by the Chief Executive Officer or in the CEO's absence the Chief Legal Officer.
 - 2) The individual shall at all times have the right to initiate the process presented in this Policy and if applicable take the matter to Tribal Court.

Definitions.

1 st Level Appeal or Department Head Appeal	is the first step in the Administrative Procedures or employee disciplinary appeal process. This is an appeal of a Tribal government decision to the Department head of the department where the decision was made by an NHBP Member or someone who has the right to appeal the decision through these Administrative Procedures under Tribal law. This is also an appeal of an employee disciplinary decision to the appealing employee's department head or the person in the appealing employee's department who reports to the CEO for that department.
2 nd Level Appeal or CEO Appeal	is the second step in the appeal process. This is an appeal of the original Tribal government action/decision or employee discipline and any modification thereto from the 1 st Level Appeal. This appeal is to the Chief Executive Officer (CEO). The CEO's role is to review the actions of the employees involved to ensure NHBP policies and procedures were followed and fairly carried out toward the appellee.
Appealing Employee	the NHBP employee who has been disciplined and is appealing that discipline through this process.
Appellee	this term means the person appealing a NHBP Tribal government decision. This can be a NHBP Member, someone entitled to access these administrative procedures pursuant to Tribal law, or an employee.
Board of Review or BOR	this is the panel of two (2) employee representatives and one (1) management representative who comprise the third (3 rd) and final level of appeal for employee disciplinary decisions. The Board of Review is supposed to be uninvolved in the underlying disciplinary issue and able to objectively review the discipline issued to the appealing employee.

CEO's Administrative Assistant This person may be the Chief Executive Officer's Administrative Assistant or in the absence of a CEO, this person may be someone designated to handle administrative issues (other than the Human Resources Director or other HR staff) to on behalf of NHBP for an interim period. He or she shall coordinate appeals that are not related to employee or employment issues.

Chief Executive Officer or CEO as used in this policy refers to the NHBP Government's Chief Executive Officer. However, when the appeal is from a gaming commission employee, this reference is to the Executive Director of the Gaming Commission.

Chief Legal Officer or CLO as used in this policy it refers to the NHBP Government's Chief Legal Officer or the most senior attorney in the Legal Department in the absence of a CLO.

Days Everywhere "days" are referred to in this policy, the reference is to calendar days. For calculating the days when items are due under this policy, all calendar days are included and the count starts the day after the incident. For example, Mary receives a discipline from her supervisor on Monday, May 1st. She has 7 days to file her appeal. The 7 day count starts on Tuesday, May 2nd. So Mary must notify HR of her appeal claim by Monday, May 8th. (7 days after May 2nd.) Weekends, holidays and other days when the Government Center is closed are included in the count. If something is due on a day when the Government Center is scheduled to be closed, the item is due by 5:00pm on the next day that the Government Center is open.

Department Head the managerial employee in an NHBP department who reports directly to the CEO. This may be a manager, department director or chief officer of a department depending on the department's organizational chart.

Employee Representative or ER this is a non-management level NHBP employee who has been trained in the Board of Review procedures and sits on a Board of Review as part of the three (3) person panel.

Executive Director of the Gaming Commission or EDG as used in this policy, this is the person who runs the day to day operations of the Gaming Commission for NHBP.

Human Resources or HR or in this policy all mean the Human Resources staff member assigned to assist employees and management with disciplinary matters, appeal of employee disciplines, and requests for review under these Administrative Procedures.

In most instances this will be the Human Resources Employee Relations Specialist.

Management Employee

This includes NHBP tribal government managers, department directors and chief officers.

Management Representative or MR

this is a management level NHBP employee who has been trained in the Board of Review procedures and sits on a Board of Review as part of the three (3) person panel.

Others

when used in this policy to describe those persons eligible to access these administrative procedures, it means, NHBP employees, terminated NHBP employees who are appealing that termination, applicants for employment, and anyone else who under Tribal law is entitled or required to utilize administrative procedures or remedies. This policy and process are those administrative procedures and or administrative remedies.

Seven (7) Grandfather Teachings

Love, Bravery, Humility, Honesty, Respect, Wisdom, and Truth. Bode'wadmi traditions and values recognize that everyone and everything is connected and that the actions of one, or that of a part, will impact the whole. In all things we do, we strive to promote those Bode'wadmi traditions and values by seeking consensus so that decisions are made that benefit the whole of the community, which includes the community of employees who are invited in, and accept employment within our Tribal community.



**NOTTAWASEPPI HURON
BAND OF THE POTAWATOMI**

A FEDERALLY RECOGNIZED TRIBAL GOVERNMENT

Administrative Procedures Form

This form must be completed when requesting your rights under the Administrative Procedures section of a Tribal Law or to appeal a Tribal Government action that directly affects you and does not have another form of appeal available.

This process cannot overturn a decision of the Tribal Court, Tribal Council, or a Tribal Council appointed Committee or Board.

The appeal **must be filed within 7 days** of the occurrence of an eligible issue to be considered timely. At each step in the Administrative Appeal Process, the appellee will have 7 days from the notice of management's action to move his or her appeal to the next step. Failure of the appellee to submit his or her appeal within 7 days is considered a waiver or withdrawal of the appeal.

IF YOU HAVE ANY QUESTIONS ABOUT THIS PROCESS OR POLICY,
CONTACT ANGIE ALLEN, THE ADMINISTRATIVE ASSISTANT TO THE CHIEF EXECUTIVE OFFICER,
BEFORE YOUR 7 DAYS HAVE EXPIRED.

Name: _____ Membership Number: _____

Address: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Preferred method of contact: _____

1st Level Appeal (Department Head Appeal)

Date of Government Action: _____ Eligible Issue Being Appealed (*put drop down here of list*)

Department Involved: _____

Name of NHBP Staff Involved: _____

What is the nature of your claim, dispute or complaint? (*Please state facts and be specific as to the date, place and individuals involved. Attach additional pages as necessary.*)

What specific solution or resolution are you requesting?

In accordance with the Administrative Procedures Policy, I choose to file this appeal with the Department Head for the department involved.

Appellee's Signature and Date: _____

Received by AA on this date _____

Eligible Issue for Review Yes No Skip to 2nd Level Appeal Yes No

Received by Department Head _____ on _____

Findings and decision of reviewing Department Head:

Department Head's Signature	Title	Date
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I accept this decision. **I want to appeal this decision to the 2nd Level, CEO.**
I want to meet in person with the CEO. Yes No

IT IS YOUR RESPONSIBILITY TO CONTACT THE CHIEF EXECUTIVE OFFICER'S ADMINISTRATIVE ASSISTANT AND REQUEST TO CONTINUE YOUR APPEAL. Appeals **must be requested within 7 days** of the Department Head's decision.

Appellee's Signature and Date: _____

Received by AA on this date _____

2ND Level Appeal (CEO Appeal)

Date Received by CEO _____

What is the nature of your claim, dispute or complaint? See Above
(If your claim, dispute or complaint have changed as a result of the 1st Level Appeal, Please state the new claim, dispute or complaint here.)

State your understanding of the issue and any changes as determined by the 1st Level Appeal.

What specific solution or resolution are you requesting?

Do you want to meet with the CEO in person? Yes No

Findings and Decision of CEO:

Chief Executive Officer's Signature

Date