

Standards for Customer Service

The Chippewa Cree Tribal Court (CCTC) staff will strive to always treat customers with courtesy and respect regardless of whether they are a petitioner or a respondent.

The CCTC will strive to work expeditiously on all court cases to ensure that justice is served for customers who fall under their jurisdiction.

Excellence in customer services means that educated and knowledgeable staff must be ready to assist tribal citizens, visitors, clients, customers, or program participants in receiving the help or assistance they need. Excellence in customer services also means, that as an employee, you will offer services in a fair manner that treats everyone with courtesy and respect. We will make diligent efforts to assist customers who have questions and concerns at the time of their request whether the request is via phone or in person. If we are unable to give them an immediate and/or satisfactory answer at the time, we will make every effort to research the situation and find the requested information. We will contact and relay the information to them within 5 business days.

However, although the CCTC staff will strive to remain professional and treat customers with courtesy and respect, it is also their right to not have customers or colleagues treat them disrespectfully. The Chippewa Cree Tribe has established an ordinance making it a tribal offense for any person who engages in threats, harassment, intimidation, or harm to the person or property of any employee performing his or her duties in service to the Chippewa Cree Tribe of the Rocky Boy's Indian Reservation. If CCTC staff is in a situation where a person is cursing or yelling at you, or in other ways threatening you, it is your right to ask them to stop. If it is on the phone, ask them to stop with a warning that you will hang up. If they continue, gently hang up on the phone. If it is a person-to-person situation, staff will respectfully ask them to stop. If they refuse, inform them they can either leave or you will call the security officer or the police. If the conflict is between staff members, the CCTC Administrator should be informed immediately.

Administrative Customer Complaint Process

The Tribal Court has implemented an Administrative Citizen Customer Complaint Process so that any complaint against staff members, Judges or members of the Judicial Commission will be handled uniformly and expeditiously.

The 1st step in the process is identifying what process will be followed by answering the following questions:

1. Is the customer's complaint case related? If the answer is yes, then the next question is:
2. Is the customer dissatisfied with the outcome of the case? If the answer is yes, then the customer is orientated to the Court of Appeals process.
3. If the complaint is not related to a court case then the administrative citizen customer complaint process will begin by asking the complainant to complete a Citizen Complaint Form.

If the customer's complaint is related to an employee's conduct or job performance, the employee's immediate supervisor will begin investigating the incident and present the findings to the Court Administrator.

If the customer's complaint is related to a Judge's conduct or job performance, the Chief Judge will begin investigating the incident and present the findings to the Judicial Commission and/or Court Administrator.

If the customer's complaint is related to the Chief Judge or Court Administrator's conduct then the Chair of the Judicial Commission will investigate the incident and present the findings to the Judicial Commission. If necessary, Human Resource and Compliance Officer will assist with the investigation.

Tribal Court staff should always take the initiative in resolving customer's complaints. However, in circumstances when resolution by the staff member is not forthcoming or appropriate, the complaint process will flow to the appropriate fact finder.

The designated fact finders will be as follows:

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| <i>Court Administrator</i> | When the complaint cannot be resolved by a staff member, or involves a staff member, and the matter is not directly related to the job performance of the Court Administrator, they will act as the fact finder. |
| <i>Chief Judge</i> | When the complaint involves an Associate Judge and the matter is not directly related to the job performance of the Chief Judge, they will act as the fact finder. |
| <i>Judicial Commission</i> | When the complaint cannot be resolved by the Court Administrator or the Chief Judge or if the complaint directly involves either of these staff, the Appellate Court, or a member of the Judicial Commission; the Human Resource and/or Compliance Officer will act as the fact finder. The Primary Fact Finder will report findings to the Judicial Commission Chairperson. Any action taken regarding these findings must be approved and acted upon by the Judicial Commission. If the action is against a specific Judicial Commission member, the Attorney General and Business Committee will be informed of the findings. |

This complaint procedure will be posted in clear view in the lobby of the Chippewa Cree Tribal Courthouse.

Citizen Complaint forms will be made available to the customer upon request. Complaint forms must be completed by the customer and must be accompanied by a detailed description of the situation for which the complaint is being made. The Citizen will be provided information on how to access the Code of Judicial Conduct.

Submitted complaint forms will be date-stamped by the secretary upon receipt and routed to the appropriate fact finder with a copy routed to the immediate supervisor or court administrator.

Within 30 days of receipt of a completed complaint form, including a detailed description, the fact finder will review the circumstances of the case and the complaint to make a written determination.

The written results will be mailed to the complainant within 10 days of the determination.

If a complaint has been validated, corrective action will be taken to resolve the situation expediently in accordance with the Chippewa Cree Tribe's Personnel Policies and Procedures.

All complaints will be stored by the Court Administrator in the appropriate employee's files. Cumulative complaints will be reviewed annually to identify chronic or systematic problems. If and when such problems are identified, the CCTC immediate supervisor will implement measures of corrective action in an effort to enhance customer service.

If the complaint is not validated the complaint will be removed from the employee's personnel file.

Chippewa Cree Tribal Court Customer Complaint Form

1. Customer details

| | |
|----------------|--|
| Customer Name: | |
| Phone: | |
| Address: | |

2. Details of other person involved in this complaint

| | | | |
|---|--|--|--|
| Name: | | | |
| If staff, how are they involved in your case? | | | |
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3. Details of what the customer complaint is

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Office use only

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| Complaint received by | | Date received | |
| Action taken or required | | | |
| Date action completed | | Supervisor Signature | |