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*enhancing the quality  
of neighborhoods  
through  
community participation*

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**City of Portland, Office of Neighborhood of Involvement  
Great – Guidelines Review Committee Meeting**

Tuesday, November 25, 2003  
8:30 AM to 10:00 AM, Lovejoy Room, Portland City Hall

**MINUTES AND SUMMARY NOTES**

Members Present:

Patricia Gardner, Co-Chair	Pearl District Neighborhood Association
Kathy Bambeck	Bridlemile Neighborhood Association
Nancy Chapin	Alliance of PDX Neighborhood Bus. Assocs.
Raymond Hites	Lents Neighborhood Association
Brian Hoop	Office of Neighborhood Involvement
Stanley Lewis	Downtown Community Association
Michael O'Malley	Irvington Community Association
Mark Sieber	Neighbors West/Northwest
William Warren	Central Northeast Neighbors

Absent:

Leonard Gard	Southwest Neighborhoods, Inc.
Moshe Lenske, Co-Chair	Woodstock Neighborhood Association
Jerry Powell	At-Large
Ruth Spetter	City Attorney's Office

Visitors

Lee Perlman	Media
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*Decisions by this group are subject to change at future meetings.  
Opportunities for public input are at the end of meeting and future workshops.  
The committee has approved these summary notes and they are final.*

**Approval of Minutes**

Minutes for the November 12, 2003 meeting were approved with no changes.

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**Information & Referral  
Center**  
503-823-4000

**Crime Prevention  
Center**  
503-823-4519

**Neighborhood Mediation  
Center**  
503-823-3152

**Metropolitan Human  
Rights Center**  
503-823-5136

**Civic Involvement  
Center**  
503-823-4519

## **Minutes**

- Motion approved to add to definition of complaint: "A complaint is a verbal expression of discontent by an individual or individual representing a neighborhood association or a neighborhood coalition or office."
- Motion approved to repeat this in definition of grievance. "...an individual or individual representing a neighborhood association or a neighborhood coalition or office."

## **Summary of Notes for November 25, 2003**

- William Warren and Mark Sieber present overview of proposal from Grievance Committee. Proposal is a two step process: an informal verbal complaint process and a formal written grievance process.

## **Grievances Process**

### Issues brought up:

- This process not meant to supersede association grievance processes in their bylaws.
- Concern raised about SWHRL's boundary dispute with other associations. Discussion if boundary disputes follow grievance procedures and dealing with non-coalition groups. The role of ONI would likely be to call upon a neutral facilitator.
- Concern raised an association may not want to engage ONI in disputes. Committee felt there needs to be a role for coalitions and ONI as final arbitrator if all else fails.
- Was noted- need to reformat to follow outline similar to other sections of standards.
- Patricia proposes language for a preamble.
- Concern expressed not to require someone to follow complaint process. Committee felt a need to require clear outline of steps if internal association procedures do not work. Complaint process can encourage people to sit down and work out their disagreements.
- Discussion: should this grievance process supersede all other association procedures. Suggestion: associations be encouraged to change their bylaws to refer to this section. Eventually all association bylaws may need to acknowledge complaint process.
- Discussion about how business associations resolve their grievance procedures.
- Concern raised quick timelines may be too onerous for volunteers to respond to and for ONI to organize mediation. But these processes cannot drag on too long.
- Committee decided against a super citywide grievance committee because it was too cumbersome and may create too much ill-will.
- ONI may have a more direct role in the future because complaints and grievances against a neighborhood office would go directly to ONI to facilitate resolution.

### Motions:

- Motion approved to add to definition of complaint: "A complaint is a verbal expression of discontent by an individual or individual representing a neighborhood association or a neighborhood coalition or office."
- Motion approved to repeat this in definition of grievance. "...an individual or individual representing a neighborhood association or a neighborhood coalition or office."

*The committee has approved these summary notes and they are final. The information contained in this document is preliminary and informal in nature and does not necessarily reflect the views or adopted policies of the City of Portland or the final outcomes of this project; the reader should exercise caution in its interpretation.*

**NEXT MEETINGS**

Tuesday, December 9, 2003

8:30 AM - 10:30 AM

City Hall, Lovejoy Room, 1221 SW 4<sup>th</sup> Avenue

Tuesday, December 25, 2003 Cancelled due to holidays

Tuesday, January 13, 2003

8:30 AM - 10:30 AM

City Hall, Lovejoy Room, 1221 SW 4<sup>th</sup> Avenue

Prepared by: Brian Hoop, Office of Neighborhood Involvement