

***Shoshone-Bannock Tribes  
Tribal Employment Rights Office***

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*PO Box 306  
Fort Hall, ID 83203*

*(208) 478-3848*

**COMPLAINT PROCESS:**

“Chapter 5: Complaints, Appeals and Hearings

Any individual, group of individuals, or organization that believes any covered employer, other entity, or the Commission has violated any provision of this Ordinance or TERO regulation, may file a complaint with the Director within thirty (30) calendar days of the event or incident upon which the complaint is based. The complaint shall be in writing and shall provide such information that will reasonably enable the Director to understand the general nature of complaint and carry out an investigation of the complaint.”

-Tribal Employment Rights Ordinance, of 2008

**REASONABLE CARE OBLIGATIONS:**

1. TERO allows for complaint filings without fear of retaliation or reprisal.
2. The obligations of TERO are to conduct good faith investigations and to arrive at reasonable conclusions.

**STEPS WITHIN THE COMPLAINT PROCESS:**

1. Within 180 days of an alleged Equal Employment Opportunity Commission (EEOC) violation, and within 30 days of a Tribal Employment Rights Ordinance (TERO) Indian Preference violation, the complainant shall file their complaint with the Tribal Employment Rights Office, TERO, on the appropriate form.
2. Upon receipt of the written complaint, the TERO Director, or his or her designee, shall review, investigate and determine if a violation has occurred. The TERO Director shall provide the complaining party with a written report of the status of the complaint within 20 days of receiving the complaint.
3. If upon investigation, the TERO Director has reason to believe a violation of the TERO Ordinance or EEOC has occurred, the Director shall notify the covered employer or entity in writing of the specific violations. The Director shall seek to achieve an informal settlement or resolve to the violations. If unable to do so, the Director shall issue a formal notice of noncompliance, which shall also advise the covered employer or entity of his or her right to request a TERO Commission hearing.
4. Any hearing held, will be conducted pursuant to Chapter 5 of the Ordinance, and shall be conducted by the TERO Commission. The Commission’s decision shall be in writing, and served to the charged party no later than 30 days after the close of the hearing. Should the charged parties fail to comply immediately with the Commission’s orders, the matter will be moved to Tribal Court.