

The logo for the Oregon Public Defense Commission is a large circle composed of several overlapping, slightly offset lines in shades of blue and teal. The text "Oregon Public Defense Commission" is centered within this circle in a dark blue, sans-serif font.

**Oregon Public  
Defense  
Commission**

**Complaint Policy  
Board Complaints  
Work Session**

June 25, 2026

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# Complaint Policy and Process Update

1<sup>st</sup> draft of policy received subject matter expert review

Completed 1<sup>st</sup> work session with OPDC's human resource department

Submitted policy to Department of Justice (DOJ) for review

Received 1<sup>st</sup> round of "high level" comments from DOJ

1<sup>st</sup> round of work sessions scheduled with Trial, Support & Development (TS&D)

# Complaints Received by the Board

- **Draft - Board can receive complaints regarding OPDC policies or related administrative practices.**
- **Rewrite – Will include language that policies and related administrative services will be directed to the Executive Director. Complaints on the Executive Director will go to the Chair.**

- **Draft - Chair will have sole discretion either to place the complaint on the agenda or to refer the matter to the Executive Director for investigation.**
- **Discuss – What is the determination process to add a complaint to the agenda or refer to Executive Director?**

# Complaints Received Regarding the Board

**Draft - Board will review and accept for consideration a complaint filed by any person, group of persons, or the Board on its own action that is specific as to the conduct upon which the complaint is based.**

**Rewrite – Update language to state the Board’s authority and Executive Director’s authority for review and consideration of complaints filed.**

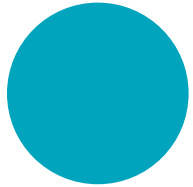
**Draft –**

- **Complaints of Board member, Commission meeting or public comment overseen by Chair.**
- **Complaints on Chair overseen by Vice Chair.**
- **Legislative Subcommittee Chair oversees complaints on Chair and Vice Chair.**
- **OPDC’s Executive Director oversees complaints made on Board.**

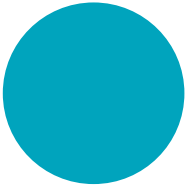
**Recommendation for review –**

- **Complaints on the Board or Commissions are overseen by OPDC Executive Director.**
- **Complaints on the OPDC Executive Director are overseen by Chair and forwarded to DOJ.**

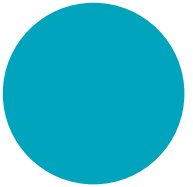
# Commissioner Engagement



**Policy will have a definition for internal complaint and external complaint. How do Commission members interpret external complaints?**

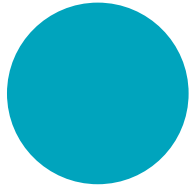


**How will Commission members determine that a complaint should be submitted as public comment or submitted through the OPDC complaint process?**

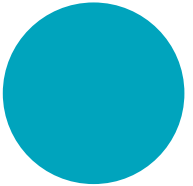


**What barriers do Commission members for see when receiving complaints from a person and providing guidance for public comment or recommending submitting a complaint to OPDC?**

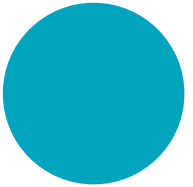
# Commissioner Engagement



**How often should OPDC send their complaint report to the Board? Quarterly, bi-annually, or annually?**

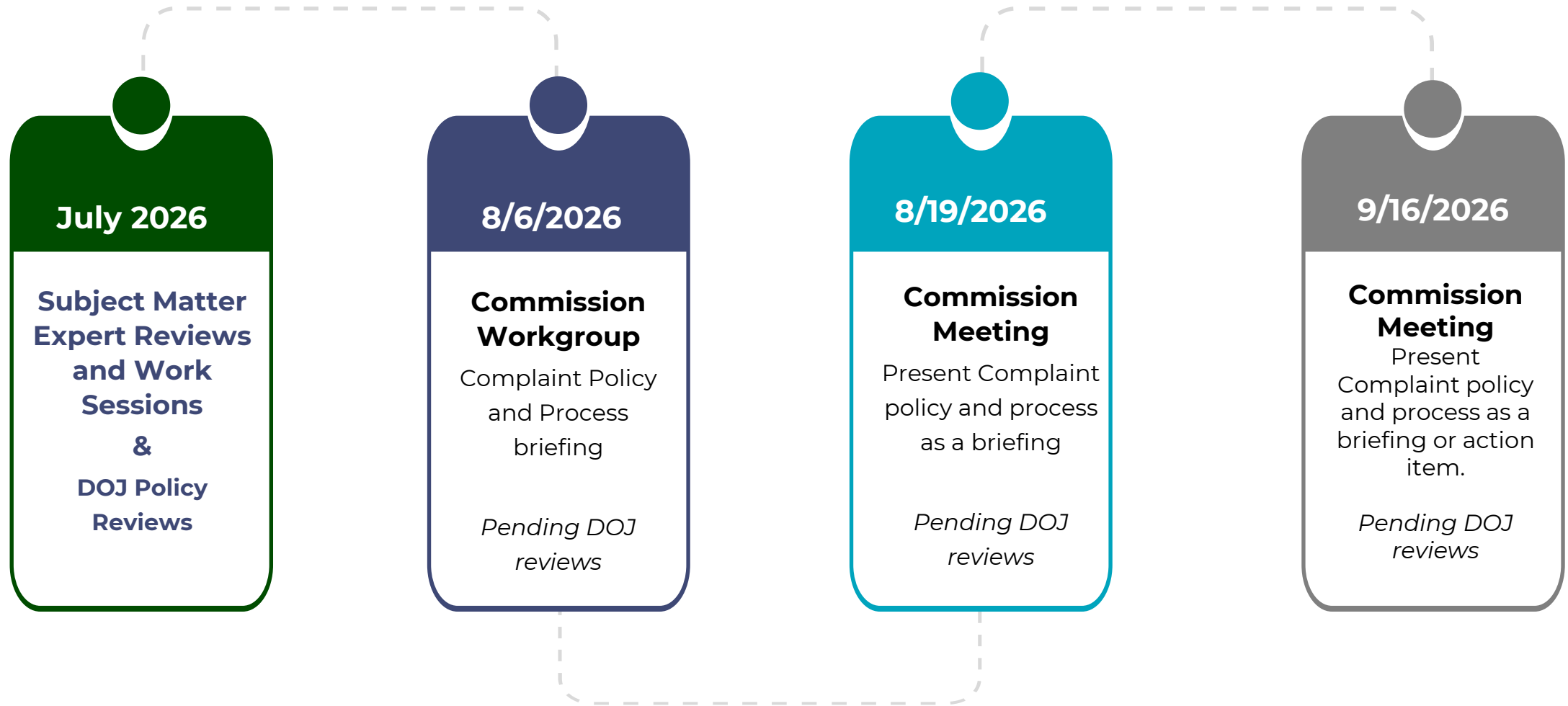


**Any additional questions or concerns?**



**Please submit additional questions of comments at [Policy@opdc.state.or.us](mailto:Policy@opdc.state.or.us).**

# Policy Implementation Estimated Timeline





**THANK YOU**