

Orange County HIV Planning Council

Policies and Procedures

Subject: Comment Cards

Number: XXI

Date Effective: 6/13/18

Reviewed: 6/10/20, 7/13/22,
6/12/24

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A. PURPOSE: To set forth the policies and procedures related to the receipt and review of comment cards.

B. PROCESS:

1. Comment cards will be available for completion and submission at the Planning Council (Council) and the Council's subcommittees.
2. Comment cards can be submitted via the Comment Card Box or given to Council Support in person, via mail, or via email.
3. Comment cards will be reviewed by Council Support prior to the development of the comment card handout. Comments will be forwarded to the Council/committee directly or submitted to Officers for review (see Section C1 below).
4. A comment card handout will be developed and presented to the following:
 - The committee(s) for which the comment is about
 - The Executive Committee
 - The Planning Council
5. All comments received will be scanned and saved by Council Support.

C. COMMENT CARD REVIEW:

1. Council Support will review comments received. If there are any potentially sensitive comments, Council Support will inform the Officers of the committee or Council to determine how to best address the comment.
2. Officers will decide how to best address comments. Officers will prepare a response regarding the issue for inclusion on the comment card handout that does not include details but does provide information regarding the fact that a comment was received and addressed.
3. Council Support will develop a comment card handout for review by the appropriate committees/Council.
4. Members of the committee will be given the opportunity to address comments and suggest any actions to address the comment(s).

D. COMMENT CARD FOLLOW UP:

1. Council Support will follow up with individuals submitting comments to provide information on any responses/actions taken within two business days of comment review by all appropriate committees.