**IEEE 802 LMSC Chair’s Guidelines and EC Policy Decisions**

**Add a new subclause 2.16 “Addressing** **Participant Concerns”**

**Add a new subclause 2.16.1 “****Participant Concerns”** containing

The appeals process is documented in the IEEE 802 LMSC Policies and Procedures. As discussed therein, appropriate attempts should be made within Sponsor subgroups before an appeal is taken to the Sponsor for resolution. A significant attempt should be made to resolve concerns informally, since it is recognized that a formal appeals process has a tendency to negatively, and sometimes permanently, affect the goodwill and cooperative relationships between and among persons. While the subject of an appeal is typically procedural, these considerations apply as well to ethical, technical, and professional concerns, questions, or suggestions.

The IEEE 802 LMSC Working Group Policies and Procedures further note that procedural concerns can be brought to the Sponsor for resolution if not resolved within the Working Group and after presentation to the Working Group Chair for resolution.

In a further effort to avoid escalation and the resultant negativity, IEEE 802 participants are encouraged to raise questions and concerns with other IEEE 802 LMSC officers as well as WG and TAG officers who are generally experienced in operations and practices.

**Add a new subclause 2.16.1 “Responsibilities of** **LMSC, WG, and TAG officers regarding Participant Concerns”** containing

LMSC, WG, and TAG officers should be willing to hear concerns of participants throughout IEEE 802 activities, constructively attempt to understand the issues, and provide advice and direction, fostering respectful, fair, just, and equitable behavior.

Generally speaking, officers should encourage the resolution of problems within the unit at which they occur, such as within a WG, TAG, Standing Committee, the LMSC as a whole, etc. However, if the participant is concerned that resolution within the unit has not been reached, the officer should be willing to assist.

A Chair who is unable to successfully resolve a participant concern within that unit should encourage the participant to consult with officers outside that unit for additional perspective, ideally introducing the participant to one or two such officers who are willing to assist.

Officers addressing participant concerns should:

1. Listen carefully and respectfully, with empathy for those less experienced in the process
2. Reframe issues and develop options
3. Refer to relevant individuals
4. Help concerned participants help themselves
5. Look deeper into the problem as appropriate
6. Ensure that the participant receives a clear response with expectations and options
7. Identifies issues that may recur and propose institutional changes accordingly

Officers addressing participant concerns should ensure that the participant is made aware of any conflict of interest and refer the participant to another officer if the participant is uncomfortable with that conflict.

Prior to hearing about detailed concerns, officers should agree with a participant on the expectations of confidentiality and ensure that those expectations are conscientiously followed. The participant should not be led to believe that strict confidentiality is absolutely guaranteed, since each official, as well as the participant, may be constrained by an individual duty of care.