

**METROPOLITAN GOVERNMENT OF
NASHVILLE AND DAVIDSON COUNTY**

Freddie O'Connell, MAYOR

Board Members

Michael Iadevaia

Fabian Bedne

Matthew P Neal

Dennis Rowland

Anne Barnett

Emma Boyd-Elliott

Marcus Booth

Ex Officio Member

Sandra Sepulveda



Contract Compliance Board

Executive Director, Trey Adkisson

Howard Office Building
Department of General Services
700 Ronald Reagan Way
Nashville, TN 37219
Telephone: (615) 862-5000

Complaint Subcommittee Meeting Minutes

Thursday, February 5, 2026
5:00 P.M. CDT

Metro Office Building
800 Ronald Reagan Way
Nashville, TN 37219

Members Present:

Fabian Bedne, Anne Barnett,

Absent:

Michael Iadevaia

Ex Officio Member:

CM Sandra Sepulveda

Attendees:

Trey Adkisson, Executive Director; Ed Buckles, hubNashville ITS

1. Call to Order:

The meeting was called to order by Chair Anne Barnett at 5:02 PM.

2. Public Comment:

A public comment period was opened. There was no visitors present.

3. Disclosures:

No disclosures were made.

4. Current Complaint Process across Metro:

Subcommittee reviewed draft for complaint process with Ed Buckles / hubNashville team. Recommend revised page formats and sequence. Add check-boxes for intake form (compliance, contracts, discrimination, safety, wage theft, other). Login/Contact page at last screen. Add "911" page. Chair Bedne requests login QR codes for specific multilingual access. State/Federal links reloaded to end of intake form. Staff to follow up with consultants to obtain feedback regarding forms and/or procedural steps for investigations. CCB to contact Metro Arts Comm for potential logo for the Board. CCB redlined marketing and promotion materials ie biz cards, on-site posters, & QR decals. Staff to forward revisions to RJY team for corrections. Any avenues or methods subject to Metro Legal review. hubNashville notifications to Exec Dir programmed for daily "alerts". Notes & comments from Ed added for clarifications.

5. Other Business:

Director Adkisson communicated that contract extension with iPartnership consultants in process with Ava and have been requested in-person attendance for next Board meeting scheduled for Tues Feb 24th.

6. Adjournment:

Anne Barnett motion to adjourn. Fabian Bedne approved.

The meeting was adjourned at 5:55pm

Meeting Minutes Approval:

Date 2/24/26

Chair Anne Barnett
Anne Barnett

Vice-Chair _____
Open

hubNashville wording of all the screen questions including options added.

- QR Codes: Can we supply QR Codes in English and Spanish – the ask was that Spanish speaking users should be able to click on the Spanish QR code and the complaint form should open in Spanish
- E-Mail Template: Can we create an internal Spanish e-mail template for submissions in Spanish – these e-mails will come to your Inbox, together with the English e-mails with all the details when a request is submitted
- I added the question if the user would like to remain anonymous to their employer (review my wording), I will check if this can be added as it relates to a Public Records Requests. As mentioned, this should also be reviewed by legal
- I will check with Erin on voice recording of calls to the 311 call center
- I removed the Contact Page
- I moved the 'Other Contact' links to the end, this way the user only have 2 pages – the map for the location details and the complaint questions

Ed Buckles, MS.PSM

Division Manager – Service Applications

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