

Grievance policy

First developed	Quarter 1, 2018
Last review date	Quarter 3, 2024
Scheduled review date	Quarter 3, 2026
Purpose	<p>The purpose of this policy is to establish a process by which grievances can be brought forward and addressed. The policy ensures transparency, fairness, and professionalism when managing complaints.</p> <p>This policy applies to:</p> <ul style="list-style-type: none"> • Board members • Employees • Volunteers • Stakeholders • Any other individual who has a legitimate grievance related to the actions or decisions of the Board of Directors or the organization. <p>A grievance is any complaint or concern regarding:</p> <ul style="list-style-type: none"> • Decisions made by the Board or its members • Alleged breaches of policy, ethical guidelines, or laws • Personal conflicts between board members or between board members and staff • Improper behavior, misconduct, or lack of transparency in Board decisions.
Policy	<p>Reporting a Grievance</p> <ul style="list-style-type: none"> • Who Can File a Grievance: Any individual directly affected by the board’s decisions or actions, including employees, volunteers, stakeholders, or board members. • How to File a Grievance: A grievance should be submitted in writing to the Chairperson of the Board, or if the grievance involves the Chairperson, it can be submitted to a designated Board member or independent third party. • Content of Grievance: The grievance should clearly state: <ul style="list-style-type: none"> ○ The nature of the complaint ○ The parties involved ○ Any relevant facts or documentation ○ The desired resolution <p>Once a grievance is filed, the organization must:</p> <ul style="list-style-type: none"> • Acknowledge receipt of the grievance in writing within a specific timeframe (20 business days). • Inform the complainant of the process and timeline for addressing the grievance. <p>All processes are subject to funding and timeframes will be determined by the ability to fund independent investigations and/or secure pro-bono resources</p> <p>Assigning Investigators: The Chairperson or designated person will assign an impartial investigator(s) to review the grievance. In cases where the grievance involves a conflict of interest, an independent third party may be involved.</p>

	<p>Investigation Procedure: The investigator will gather all relevant facts, interview parties involved, and review any evidence or documentation provided. Confidentiality must be maintained throughout the investigation process.</p> <p>Timeline: The investigation should be completed within a reasonable timeframe, often between 30-60 days, depending on the complexity of the grievance.</p> <p>Findings: After the investigation, a written report detailing the findings and recommended actions will be provided to the Board or a designated grievance committee.</p> <p>Board Decision: The Board will review the report and decide on the appropriate course of action, which could include mediation, corrective measures, or other solutions.</p> <p>Communication of Decision: The decision and any actions to be taken will be communicated in writing to the complainant within a specified time (usually 10-14 days after the decision).</p> <p>Appeal Process</p> <p>If the complainant is not satisfied with the resolution, they have the right to appeal the decision. The appeal should be submitted in writing within a certain timeframe (e.g., 30 days). The Board may establish an appeals committee or engage a third-party mediator to review the case.</p> <p>Confidentiality</p> <p>All grievances and related investigations will be handled confidentially to protect the privacy of the individuals involved, unless disclosure is necessary to conduct a thorough investigation or comply with legal obligations.</p> <p>Retaliation</p> <p>Retaliation against any individual for filing a grievance or participating in an investigation is strictly prohibited. Any retaliation will be subject to disciplinary action.</p>
<p>Policy Implementation and assignment of responsibility</p>	<p>All staff, volunteers and Board members are responsible for adhering to this policy</p>