

# **SENA Standish-Ericsson Neighborhood Association Member Grievance Policy**

## **I. Purpose**

This policy's purpose is to provide a process for the good faith review of member complaints, promoting the resolution of disputes, and protecting the integrity and openness of the Organizational community.

Conflict, while often avoided, is not necessarily bad. In fact, conflict can encourage diversity of viewpoints, provide valuable feedback, or clear a path for change, when needed.

This policy is intended to create a neutral process. It is not intended to become a vehicle for obstructing the Organization's process or mission work. The Organization will take steps to prevent this policy from being used to harass or intimidate any person, group, or agency.

## **II. Eligibility**

This policy covers grievances of the voting members of the organization. It does not apply to personnel (i.e., employees, board members, or independent contractors). Personnel grievances are governed by personnel policies. This policy does not create any legal rights for any person(s). The general public may submit comments through the Organization's regular communication channels and online contact form at any time.

### **A. Qualification Criteria**

Those who fulfill all of the following criteria may file a grievance:

1. The person(s) filing the grievance is the affected party ("Grievant").
2. The Grievant was 18 years of age by the date the action occurred.
3. Grievant is a voting member and was materially affected by the actions in question.

### **B. Subject Matter Criteria**

Complaints that may become recognized as grievances fulfill all of the following criteria:

1. The complaint is directed at an Organizational process or the actions of the Organization (or of persons acting on behalf of the neighborhood in their official capacity representing the Organization).
2. The complaint alleges a violation of a specific rule, regulation, policy, or principle directly pertaining to the organization's process.

3. The actions in question have occurred, commenced, or became known to the Grievant within the last 90 calendar days prior to filing.

Complaints outside of these criteria or this policy (for example, legal claims or violations like defamation, harassment, or discrimination) are not eligible under this policy and must be addressed through other methods.

### **III. Filing Procedure**

A grievance is initiated by submitting an online grievance form or written notice of the grievance to the Board President.

The grievance must identify all of the following:

1. The full name, complete home address, phone number, phone number, and member status as of the date of filing for each named Grievant, along with their signature.
2. A description of the actions that are the subject of the complaint and the specific rule, regulation, policy, or principle which directly relates to The organization's process that is alleged to have been violated.
3. The date the actions occurred or commenced, and, if known, the full names and addresses of the persons or organizations responsible for the actions as well as their neighborhood member status or role in the neighborhood's process.
4. All supporting documentation substantiating the complaint.
5. Any proposed solution or suggested change.

Grievants who submit a grievance form as outlined above agree to follow the procedures set out in this policy and to accept the decision of the Board as final.

### **IV. Grievance Handling Procedure**

Within seven days of receipt, the Organizational recipient will forward a copy of the grievance to the Board, or Board Vice; and any identified persons listed in the grievance form.

The Board of Directors (or a designated committee of appointed board members) will take the grievance under advisement to review and resolve the complaint, if possible. The Board will seek legal advice or other professional advice as needed and will otherwise execute its fiduciary duties in pursuit of a resolution to the complaint.

The Board of Directors (or its designated committee) will address the grievance either with written correspondence to the Grievant regarding the outcome or with board action at a meeting held within 90 days of receipt of the grievance.

Approved and adopted:

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Secretary

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Date