

Policy: SVCA Resolution of Grievances Policy

Policy#: 2024.2

Date: April 11, 2024

SVCA Resolution of Grievances Policy

Purpose

The Sudden Valley Community Association recognizes that there are times when the need arises for volunteers to express concerns in a formal manner. The following procedures are intended to provide a fair and unbiased review of such concerns and a defined path for possible resolution. This policy is independent of, and is not intended to supersede or affect, SVCA policies and reporting procedures for harassment and/or discrimination complaints.

This policy is not intended to create specific promises to any individual volunteer and shall not give rise to any liability on behalf of SVCA. Any volunteer making use of this policy hereby agrees to release all claims against SVCA, its employees and other directors arising out of use of the procedures specified herein.

Procedures

Step 1: Informal discussion with SVCA leadership (Confidential)

A volunteer's concerns should first be discussed with either the Chair of their committee, the President of the Board of Directors, or the General Manager. Many concerns can be resolved informally when a volunteer and leadership take time to review the concern and discuss options to address the issue.

If the volunteer's concern is with the actions or general behavior of another volunteer or volunteers, the Committee Chair, President, or General Manager, will ask for permission before sharing the concern with the individual or individuals involved.

Step 2: Written complaint to SVCA leadership

If the volunteer is not satisfied with the results of the informal discussion described in Step 1, the volunteer may submit a written complaint within two weeks to either the Committee Chair, the President of the Board of Directors or the General Manager to include:

- The nature of the concern.
- Detailed information including evidence of the issue, witnesses, related policies, etc.
- The remedy or outcome desired.

A written complaint submitted by a committee member to their Committee Chair will automatically be shared with the President of the Board of Directors and the General Manager. A written complaint submitted by a Board Director will automatically be shared with all members of the Board of Directors. A report of the outcome/resolution of each complaint will also be shared with all members of the Board of Directors.

SVCA leadership will usually respond to the complainant in writing within two weeks or, alternately, schedule a discussion between the complainant and other volunteer(s) that were named in the complaint. If a written complaint names a fellow volunteer(s) as the source of the concern, leadership will invite the complainant and the other named individual(s) to meet to discuss the concern with both the President of the Board of Directors and the General Manager present. The President's role will be to facilitate the meeting; the General Manager will take notes detailing any agreement or follow-up actions.

History: Rescinded _____

Superseded/Replaced by Policy # _____

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If the complainant feels that the facilitated discussion has not adequately resolved their issues, they have the option of progressing to mediation as described in Step 3.

Step 3: Mediation by a third party

If the complainant feels that the facilitated discussion has not adequately resolved their issues, they have the option of progressing to mediation. The request for mediation should include:

- An explanation of the concern and details of all previous efforts to resolve the issue.
- A copy of the written complaint submitted to SVCA leadership.
- A copy of SVCA leadership's written response to the volunteer's complaint.
- Detailed information regarding the complainant's dissatisfaction with SVCA leadership's response.

Requests for mediation will automatically be shared with all members of the Board of Directors. A report of the outcome/resolution of mediation, provided by the third-party mediation organization selected to facilitate the resolution of the identified issue, will also be shared with all members of the Board of Directors.

The President of the Board of Directors or the General Manager will, upon the request of the complainant and all other involved parties, facilitate the selection of a third-party mediator such as the Whatcom County Dispute Resolution Center. Once the mediation organization has been selected, that organization will manage the selection of a mediator and schedule discussions between the complainant and other individuals that were named in the complaint. SVCA will cover the cost of the third-party mediation organization. The outcome of mediation will be final unless new evidence or other circumstances warrant additional review of the concern.

Recordkeeping

The General Manager will maintain records of this process confidentially and securely.

The minutes of the Board will include notice of complaints upon resolution.