



## **YMCA of the Blue Water Area Parent/Guardian/Consumer Grievance Procedure**

This organization believes consumers and parents/guardians have valuable thoughts and insights to share regarding our organization. Accordingly, the YMCA encourages consumers and parents/guardians to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel, and/or other matters impacting the organization.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the supervisor of the area/program. However, to the extent the concerns relate to the supervisor, or to the extent a consumer or parent/guardian believes their matter of concern was not fully addressed, consumers and parents/guardians may direct their opinions, suggestions, concerns, and/or questions to the next level of management, the Senior Director.

To remedy concerns that appear to have been ignored or unresolved after initial reporting, utilize this formal grievance procedure. This procedure provides for a timely, thorough and objective investigation of the following concerns:

1. Inappropriate or Red Flag Behavior by Employees/Volunteers;
2. Inappropriate Behavior by Consumers;
3. Harassment or discrimination;
4. Retaliation; and/or
5. Whistleblower complaints.

### **Written Complaint Required for Formal Process**

Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process. To ensure a timely and effective response, complaints should include the following information to the extent possible:

- 1) The name(s) of individuals(s) involved;
- 2) The date(s) the behavior occurred;
- 3) The name(s) of any known witness(es);
- 4) A summary of the conduct meriting the grievance including:
  - a. The behavior complained of and/or the alleged policy or legal violation(s);
  - b. Direct quotes when relevant and available; and
  - c. Any relevant documentation.
- 5) The remedy sought by the employee making the complaint.

## **Timeline**

Consumers or parents/guardians who themselves have a complaint or who are aware of behavior meriting a complaint, must provide the above described written complaint via email to the Senior Director within 5 business days. The Senior Director will meet with the consumer or parent/guardian to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, the Senior Director will provide a brief written response to the parent/guardian/consumer who brought the complaint no later than 10 business days that includes brief written findings on the issues raised and relief sought.

If the consumer or parent/guardian is not satisfied with the written response, the employee who brought the complaint may submit an appeal to the CEO no later than 10 business days following receipt of the written communication. The CEO will meet with the consumer or parent/guardian to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, the CEO will provide a written response to the consumer or parent/guardian who brought the complaint no later than 10 business days that includes brief written findings on the issues raised and relief sought.

If the original grievance is regarding the CEO, the grievance form should be submitted to HR for investigation. HR will work with the Executive Committee/Board to resolve.

## **Investigation**

The organization will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation. If the organization determines a violation of policy or law has occurred, the organization will take appropriate disciplinary action, up to and including termination.

## **Retaliation**

This organization strictly prohibits retaliation against consumers and/or parents/guardians for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Consumers and/or parents/guardians should report any suspected retaliation to the Senior Director or another senior level employee immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the employee(s) responsible. This organization will not retaliate against any consumer or parent/guardian for raising a complaint and will not knowingly permit retaliation by management or other employees.



YMCA of the Blue Water Area
Consumer and Parent/Guardian Grievance Form

Individual Filing Grievance \_\_\_\_\_

Role (i.e. Consumer or Parent/Guardian) \_\_\_\_\_

Date of Occurrence \_\_\_\_\_ Time of Occurrence \_\_\_\_\_

Other Individuals Involved/Witnesses to Complaint \_\_\_\_\_

Type of Complaint (select all that apply):

\_\_\_\_\_ Inappropriate or Red Flag Behavior by Employees/Volunteers;

\_\_\_\_\_ Inappropriate Behavior by Consumers;

\_\_\_\_\_ Harassment or discrimination;

\_\_\_\_\_ Retaliation; and/or;

\_\_\_\_\_ Whistleblower complaints.

Describe the situation: What happened, where it happened, when it happened, who was involved, who was present, who was notified? If suspected abuse, was it reported to the State?

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Has this situation ever occurred previously? \_\_\_\_\_

Describe the remedy you seek. Please list all remedies sought as a result of bringing this grievance. What would you like to see happen to solve this issue?

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Submitted by: \_\_\_\_\_ Telephone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

EMAIL COMPLETED FORM TO THE SENIOR DIRECTOR.
IF GRIEVANCE IS IN REGARDS TO THE SENIOR DIRECTOR/CEO, EMAIL COMPLETED FORM TO HR.

Table with 3 columns: Received On, Reviewed By, Meeting Scheduled. Header: FOR OFFICE USE ONLY