

# Grievance Policy

Adopted January 2024

## **Purpose**

To have a standard process by which community members, volunteers, and board members may raise a grievance against or concern about an individual, group, or policy of The Center Project.

## **Conflict Resolution**

We encourage volunteers to resolve interpersonal conflict while practicing respect, kindness, and understanding for others. When conflict is unresolvable, TCP will do its best to provide support for the parties involved, but we cannot offer formal mediation, conflict management, or counseling.

## **Feedback & Concerns**

Ideas, concerns, and feedback that do not rise to the level of requiring a formal grievance can be submitted utilizing our [Community Feedback Form](#). This form will be reviewed and discussed monthly by Board Members.

## **Formal Grievances**

A grievance is defined as a formal statement of complaint against an organizational policy, procedure, board decision, or treatment / experience of a volunteer or board member.

## **Filing a Formal Grievance**

Formal grievances should be submitted in writing to the Board of Directors ([board@thecenterproject.org](mailto:board@thecenterproject.org)). The grievance should include:

- Clearly stated, the nature of your grievance
- Date / time / location
- Names of anyone involved and any witnesses
- Efforts that have been made to resolve the grievance
- Reasonable solutions or action requested from TCP
- Your name & contact information

*If the grievance relates to an Executive Board member...* the grievance should be submitted directly to the Board President.

*If the grievance relates to the Board President...* the grievance should be submitted directly to the Board Vice President.

### **TCP Response**

The Executive Board will review the grievance and present it to the Board of Directors for consideration, either at a special meeting, or at the following monthly board meeting, whichever the situation demands.

All grievances will be reviewed with consideration to applicable laws, ethics, and values of The Center Project. All grievances will be responded to in a timely manner.

No volunteer, board member, or paid employee will suffer retaliation for the good faith use of this Grievance Policy, regardless of outcome.