

# **Southeast Como Improvement Association Member Grievance Policy**

## **I. Purpose**

This policy's purpose is to provide a process for the good faith review 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 neighborhood'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.

- Delegate authority to the Vice President to act as the EEO Manager. The EEO Manager monitors all EEO activities and reports on the effectiveness of this program to the Board of Directors who receives and reviews the progress reports.
- Make all reports available to employees or applicants for inspection during normal business hours who request them from the EEO Manager or any Board member.


### III. Violations

If any employee or applicant for employment believes they have been treated in a way that violates this policy, they should contact either EEO Manager above or any other representative of management, including a member of the Board of Directors.

Responsible parties will investigate allegations of discrimination or harassment as confidentially and promptly as possible, and the Organization will take appropriate action in response to these investigations.

#### Approval & Adoption

Approved and adopted by a vote of the Board of Directors at a properly conducted meeting.

  
\_\_\_\_\_  
Secretary

10/15/21  
\_\_\_\_\_  
Date

*Revision History:*

Adopted \_\_\_\_\_, \_\_ 2021