

## **Grievance Process for staff and volunteers:**

It is important that we all maintain effective communication. YMCA of Barry County encourages staff members to discuss any problems or concerns with their immediate supervisor so that the conditions and situations causing problems and misunderstandings can be resolved in a respectful and equitable manner.

Most conflicts that arise regarding the application of policies, procedures, rules, and regulations can be resolved through discussion with your supervisor. However, suppose the discussion with your supervisor does not lead to a satisfactory resolution within a mutually agreed-upon time. In that case, you may send a written appeal to the CEO, who will provide a written response. All decisions of the CEO will be final and binding.

If there is any good faith reason why the complaint cannot be presented to the CEO listed in the policy, the staff member is to raise it with the President of the Board.

## **Grievance Process for Individuals:**

When an individual shares a concern or complaint, they will be:

1. Given the time and attention necessary, allow them to share their thoughts in person.
2. Thanked for sharing their concerns with the organization and for contributing to maintaining a healthy and safe environment for everyone.
3. Advised that their concern is being taken seriously and that action may be taken if necessary.
4. Reassured that they have done the right thing by reporting and that their communication is valued.
5. Informed, in general statements, of the organization's steps to address the matter.
6. Given contact information for someone in the organization with whom they can contact should they become aware of more details.
7. Provided regular updates on how the process is advancing.
8. Informed the organization would protect them from any form of retaliation

## **The Role of the Organization's Prevention Lead**

The organization has designated the CEO as the primary point of contact for the organization's abuse prevention efforts and will collaborate with the Abuse Prevention Committee, which oversees these efforts. The individual/committee is responsible for:

- Responding to any allegation or incident of sexual misconduct, molestation, or abuse.
- Analyze incident data on an annual basis and use this information to identify areas for improvement.
- Coordinating abuse prevention training for the organization.
- Defining screening procedures for individuals with access to consumers.
- Ensuring the organization responds to drift from organizational policies and standards, and communicating the following to the governing body:
  1. Potential exposures and/or drift from organizational policies and standards.
  2. Pending litigation; Media involvement; High-level incident data and allegations of abuse; and the organization's abuse risk management efforts