

Grievance Policy Guidelines

Introduction.

Conifer Area Chamber of Commerce (CACC) is aware that there may be times when members need to file an official complaint about unjust treatment, harassment, and/or health and safety concerns as it relates to CACC employees, committee members, and board members. This grievance policy was created to clearly outline the process for these instances to ensure that all of our employees and members are heard and treated fairly.

Purpose.

The purpose of this grievance policy is to (a) explain the scope and definition of grievances, (b) outline the process for reporting and closing a grievance, (c) define the organization's confidentiality measures, and (d) describe the disciplinary action steps for policy violations.

Scope.

This policy is applicable to all paid CACC employees as well as paid or unpaid interns, volunteers, seasonal and part-time employees. A grievance can be filed against any CACC employee as well as committee members and board members. CACC defines a "grievance" as a formal Chamber-related complaint, issue, and/or objection made by a member in good standing.

Grievance Procedure:

CACC encourages members to resolve minor disputes with the help of a board member or staff member. If the informal complaint is not *fairly and constructively* resolved within 30 days, members may file a formal Grievance. Once the need for a formal Grievance has been established, it must follow this timeline:

- Member/Volunteer/Employee alerts the Chamber Executive Director or Board Member of a grievance
- Executive Director Director or Board Member instructs Complainant of how to file a formal complaint
- Within 1 week Executive Director or Board Member will follow up with Complainant to confirm that Grievance has been received
- Within 24 hours of formal Grievance being filed, Executive Director presents formal Grievance to Board of Directors

- Within 5 Business Days Board President will call a meeting with Board of Directors to discuss Grievance
- Board of Directors/Executive Director will determine action plan and timeline for Grievance resolution
- Action Plan will include meeting with Complainant, meeting with person to whom the Grievance is directed, and negotiating a resolution
- At next Board meeting, Board of Directors and Executive Director discuss further action as necessary or close Grievance
- Follow up with Complainant

Filing a Grievance.

When filing a grievance, members have the option of reporting their complaints using the Grievance form located in the member portal that is accessed through the Chamber's website. In addition, members can contact a board member or staff member to receive the form. The form can be filled out online or downloaded and emailed to board@GoConifer.com or coordinated with an individual board member. In all cases, members will be required to complete and file a Grievance Complaint Form.

Once the complaint has been submitted to the board, complainant has the right to attend any related meetings with a witness or personal representative, until the grievance is resolved.

It is the Chamber's responsibility to:

- Accept and thoroughly investigate all Grievance Complaint Forms.
- Ensure that the grievance is resolved within 90 days, depending on the severity of each case.
- Treat all parties fairly throughout the grievance process.
- Adhere to a no-retaliation position when members file a complaint.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.

Confidentiality.

The Conifer Chamber, board members and staff, are prohibited from discussing the matter with any other chamber member.

Policy Violations.

If a member will not use the grievance policy, and instead airs their grievance in a public forum, this action may result in termination of a Chamber Member's membership as provided in the Chamber Bylaws.

If a board member, staff member or committee member is unequivocally proven to have committed the grievance he/she is being accused of, the Chamber board will adhere to the Chamber Bylaws to ensure that the matter is resolved justly.