

Dow Bay Area Family YMCA

Grievance Policy for Consumers

This organization believes consumers (YMCA members, guests & programs participants are defined as consumers) have valuable thoughts and insights to share regarding our operations. Accordingly, this organization encourages consumers 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 Joslyn Jamrog, Membership & Marketing Director. However, to the extent the concerns relate to Joslyn Jamrog, Membership & Marketing Director or to the extent a consumer or consumer believes Joslyn Jamrog, Membership & Marketing Director did not fully address a matter, consumers may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to the CEO.

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:

- _____ Inappropriate Behavior by Employees/Volunteers;
- _____ Inappropriate Behavior by Consumers;
- _____ Retaliation; and/or;
- _____ 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 individual making the complaint.

Timeline

Consumers who themselves have a complaint or who are aware of behavior meriting a complaint, must provide the above described written complaint via email to Joslyn Jamrog, Membership & Marketing Director at jjamrog@ymcabaycity.org within 10 business days as the purpose of this policy is to timely and objectively resolve complaints. Joslyn Jamrog, Membership & Marketing Director will meet with the consumer to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, Joslyn Jamrog, Membership & Marketing Director, a Dow Bay Area Family YMCA Director, and/or the CEO will provide a brief written response to the consumer who brought the complaint no later than 10 business days, which will include brief written findings on the issues raised and relief sought.

If the consumer is not satisfied with the written response, the individual who brought the complaint may submit an appeal to the CEO no later than 10 business days. The CEO will meet with the consumer 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 who brought the complaint no later than 10 business days that includes brief written findings on the issues raised and relief sought.

The CEO is the final arbiter of grievance matters at this organization.

Investigation

Joslyn Jamrog, Membership & Marketing Director, a Dow Bay Area Family YMCA Director, and/or the CEO 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 action, up to and including termination and notification of external authorities.

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 should report any suspected retaliation to Joslyn Jamrog, Membership & Marketing Director, a Dow Bay Area Family YMCA Director, and/or the CEO 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 individual(s) responsible. This organization will not retaliate against any consumer or consumer for raising a complaint and will not knowingly permit retaliation by management or other employees.

Publication and Communication to Consumers

This Grievance Policy must be shared with consumers annually and must be included in any organization handbook or manual. Any changes to this policy will be communicated in writing to consumers via email on file.

Grievance Form for Consumers

Individual Filing Complaint _____

Role (i.e. Member, Guest, Program Participant) _____

Date of occurrence _____ Time of occurrence: _____

Other Individuals Involved/Witnesses to Complaint _____

Type of Complaint (select all that apply):

_____ Inappropriate Behavior by Employees/Volunteers;

_____ Inappropriate Behavior by Consumers;

_____ 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 number _____

Location or organization: _____

Signature: _____ Date _____

Reviewed by: _____