



Grievance Procedure Policy

Introduction

This grievance policy ensures that all complaints and disputes related to member involvement in the Catawba Area Coalition for the Homeless (CACH) are promptly and adequately addressed. The policy is designed to clearly outline the process for resolving grievances, ensuring that all coalition members are heard and treated equally.

Purpose

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

Scope

This policy applies to all CACH members. A grievance may be filed against any CACH employee, member of the CACH Board of Directors, or a fellow CACH member. CACH defines a "grievance" as a complaint, issue, or objection made by a member regarding coalition-related matters.

Coalition members may file grievances when:

- They have been victims of harassment.
- Their health and safety have been compromised.
- They have witnessed poor supervisory or management behavior.
- Policy guidelines are violated.
- There is a dispute between coalition members, coalition staff, or members of the Board of Directors.
- They have a grievance that impacts their ability to effectively serve as a member of CACH.

Grievance Procedure

A grievance is a complaint by a CACH member concerning any matter related to their involvement in the coalition. All grievances must be in writing. For members who feel uncomfortable reading or writing, they may visit CACH and speak with the Administrative Support Staff. Using the form provided by CACH, members must clearly and concisely state all known facts related to the grievance, including "who, what, when, where, and why." Members must also clearly explain why they disagree with the action(s) that form the basis for the grievance and specify the remedy they are requesting. Grievances must be signed and dated.

Informal Grievance: Grievances should first be addressed directly with the involved party, whether it is another coalition member, CACH staff, or a member of the Board of Directors. This may be done orally in an informal discussion. If informal attempts to resolve the matter are not successful, the formal grievance process may be implemented.

Formal Grievance: Formal grievances are to be submitted to the Executive Director. While formal grievances should ideally be written by the member, if the member is unable to read or write, the Administrative Support Staff can assist in completing the grievance. Grievances must be submitted within thirty (30) calendar days following the date the member first knew or should have known of the grievance. If the grievance is not submitted within the thirty (30) day period, the member waives their right to assert it.

Formal grievances must be made **in writing** to:

Melissa Carlyle, Executive Director
Catawba Area Coalition for The Homeless
PO Box 11706
Rock Hill, SC 29731-1706

CACH Staff will respond in writing as soon as possible following the receipt of the grievance. CACH Staff will work with the member and any other involved parties to resolve or address the concerns documented in the initial grievance.

Organization Responsibilities

It is CACH's responsibility to...

- Accept and thoroughly investigate all Grievance Complaint Forms.
- Ensure that the grievance is resolved within 30 days, depending on the severity of each case.
- Treat both the complainant and the accused (if applicable) fairly throughout the grievance process.
- Adhere to the no-retaliation policy when members file a complaint against coalition staff or members of the Board of Directors.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Accept and investigate all appeals.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.

Confidentiality

Outside of meetings where the intention is to address and resolve the reported grievance, CACH staff and members of the Board of Directors are not to discuss the grievance before or after it has been resolved.



CACH Grievance Complaint Form

Date Submitted: _____

Member Information:

- Name: _____
- Address: _____
- Phone Number: _____
- Email Address: _____

Details of the Grievance:

- Date of Incident: _____
- Location of Incident: _____
- Person(s)/Agencies Involved: _____

Description of Grievance: Please provide a detailed account of the incident or issue that has led to this grievance. Include all relevant facts, such as "who, what, when, where, and why."

Reason for Disagreement: Explain why you disagree with the actions that form the basis for this grievance.

Requested Remedy: Please specify the outcome or remedy you are seeking to resolve this grievance.

Informal Resolution Attempt: Have you attempted to resolve this grievance informally?

- Yes
- No

If yes, please describe the outcome of the informal resolution attempt:

Signature: By signing below, I affirm that the information provided in this grievance is accurate and complete to the best of my knowledge.

Member Signature: _____

Date: _____

For Office Use Only:

- Date Received: _____
- Received By: _____
- Initial Review Completed By: _____
- Action Taken: _____