

Grievance Policy for Parent/Guardians and Members

The Cumberland Cape Atlantic YMCA believes members, and parents/guardians have valuable thoughts and insights to share regarding our operations.

Accordingly, this organization encourages members, and parents/guardians 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 the Senior Director of Operations, Cara Morello. However, to the extent the concerns relate to child protection or a risk concern please contact the Senior Director of Child Development, Theresa Booth. If the parent/guardian believes that either staff mentioned above did not fully address a matter, members and parents/guardians may direct their opinions, suggestions, concerns, and/or question 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 procedures. This procedure provides for a timely, thorough and objective investigation of the following concerns:

___ Inappropriate Behavior by Employees/Volunteers;

___ Inappropriate Behavior by Members;

___ 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 individual(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 parent making the complaint.

Timeline

Members or parents/guardians who themselves have a complaint or who are aware of behavior meriting a complaint, must provide within 10 business days the above described written complaint via email to:

Cara Morello, Senior Director of Operations cmorello@ccaymca.org for Member Complaints about members or Fitness programming.

Theresa Booth, Senior Director of Child Development childcare@ccaymca.org for any complaints involving children and child care programming.

Karen Rivera, Human Resource Director krivera@ccaymca.org for any complaints involving staff.

One of the Senior Directors will meet with the member or parent/guardian to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, the Senior Director will provide a brief written response to the member or parent/guardian who brought the complaint no later than 10 business days, that includes brief written findings on the issues raised and relief sought.

If the member or parent/guardian 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 member or parent/guardian 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 member or parent/guardian 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

The Senior Directors, Human Resource 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 members 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. Members and/or parents/guardians should report any suspected retaliation to their initial contact to whom they first filed the report, 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 member or parent/guardian for raising a complaint and will not knowingly permit retaliation by management, other employees or members.

Publication and Communication to Members and Parents/Guardians

This Grievance Policy must be shared with all members and parents/guardians annually and must be included in any organizational handbook or manual. Any changes to this policy will be communicated in writing to members and parents/guardians via email on file.