

Dragon Boat Charleston

Grievance Policy

Policy Statement:

This policy outlines the procedures in dealing with grievance complaints regarding the organization Dragon Boat Charleston, hereinafter referred to as "DBC."

The term "grievance" shall mean an official complaint over something believed to be wrong or unfair. While we aim to foster positive relationships, we acknowledge that problems can arise that may cause one to feel aggrieved. The purpose of this policy is to allow such grievances to be addressed in a timely and confidential manner.

Any grievance will be taken seriously and handled impartially. Employees and members who raise grievances are protected from victimization.

1. Reporting a Complaint

- a) Any employee or member who perceives to have been aggrieved should address their grievance to the member liaison to the Board or the Executive Director for consideration. The complaint will be acknowledged with a response within three days of submission.
- b) When a grievance cannot be resolved informally, the complaint shall be submitted to the Executive Director in writing. The written complaint should contain a description of the incident(s), behavior in question, the time and date of the incident(s), the names of any witnesses, the complainant's signature, and the date of the complaint. The complainant should submit the complaint in a timely manner, no later than 30 calendar days after alleged violation. The complaint may be delivered by mail, email, or in person. Employees and members may make complaints anonymously to the liaison if they so choose.
- c) The Executive Director may meet with the employee or member in an attempt to reach a mutually satisfactory solution. The timeline for resolving a complaint will vary depending on the severity of the claim. However, the complaint will be acknowledged with a response within three days.
- d) If no solution can be reached, or if an employee or member feels uncomfortable bringing the concern to the Executive Director, concerns may be addressed to the Board Chair.

2. Investigating a Complaint

- a) The Executive Director shall investigate and resolve all reported complaints. At his/her discretion, the Executive Director may confer with the Board Chair or may create an ad hoc committee to assist in the investigation.
- b) Though the timeline may vary depending on the grievance, a resolution will be sought within 30 days of the submission that will explain the position of DBC and offer options for resolution or mediation.

3. Confidentiality

Grievances may be submitted on a confidential basis or may be submitted anonymously. Reports will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

4. Corrective Action

After investigating the grievance, the Executive Director shall determine what corrective action, if any, is appropriate. If the grievance was addressed to the Board Chair, the Board Chair may determine the corrective action.

5. Retention of Documents

All complaints submitted in written form and all materials pursuant to an investigation under this policy shall be retained by DBC for not less than seven years.