

MENAC Inc.

Grievance Policy & Complaint Resolution Procedure

Purpose

MENAC Inc. is committed to maintaining a respectful, safe, and professional environment for all participants, including youth, parents, mentors, volunteers, staff, partners, and community members.

The purpose of this policy is to provide a clear, fair, and consistent process for addressing concerns, complaints, or grievances in a timely and respectful manner while promoting accountability, transparency, and resolution.

Scope

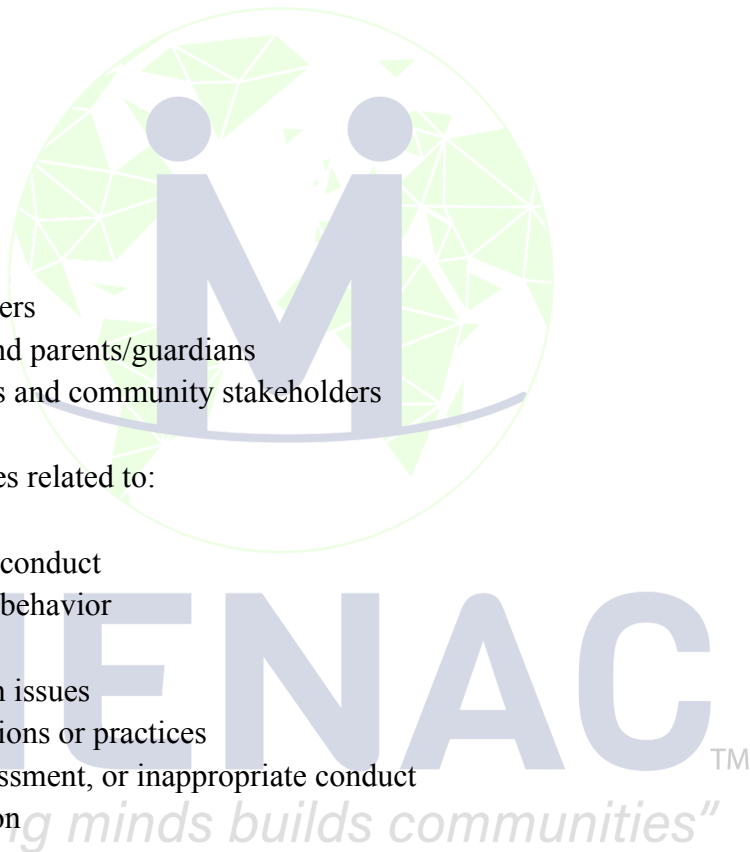
This policy applies to:

- Board members
- Staff and contractors
- Mentors and volunteers
- Youth participants and parents/guardians
- Partner organizations and community stakeholders

This policy covers grievances related to:

- Program delivery or conduct
- Mentor or volunteer behavior
- Participant concerns
- Safety or supervision issues
- Organizational decisions or practices
- Discrimination, harassment, or inappropriate conduct
- Service dissatisfaction

This policy does not replace mandatory reporting requirements related to abuse, neglect, or illegal conduct, which must be reported immediately according to MENAC's Youth Protection and Incident Reporting policies.



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Guiding Principles

MENAC Inc. will:

- Treat all complaints seriously and respectfully
- Provide a fair and impartial review process
- Protect individuals from retaliation for filing a grievance in good faith
- Maintain confidentiality to the extent possible
- Seek resolution focused on improvement, safety, and accountability

Definition of a Grievance

A grievance is a formal or informal complaint expressing dissatisfaction with an action, decision, behavior, or condition related to MENAC programs, services, or personnel.

Grievance Submission Process

Step 1 – Informal Resolution (Encouraged First)

Whenever appropriate, individuals are encouraged to first address concerns directly with the mentor, staff member, or program coordinator involved to seek informal resolution.

Step 2 – Formal Grievance Submission

If the concern is not resolved informally, a formal grievance may be submitted by:

- Written statement (email or written form)
- Submission to the Program Director, Executive Director, or Board Chair

The grievance should include:

- Name and contact information (unless anonymous)
- Date and location of incident
- Description of the concern
- Individuals involved
- Desired resolution (if applicable)

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Review and Investigation Process

Upon receipt of a grievance:

1. MENAC leadership will acknowledge receipt within **5 business days**.
2. A review will be conducted by designated leadership or a review committee when appropriate.
3. Relevant parties may be interviewed and documentation reviewed.
4. A determination and recommended action will be made within a reasonable timeframe, typically **15-30 days** depending on complexity.

Resolution and Corrective Action

Possible outcomes may include:

- Clarification or mediation between parties
- Policy or procedural adjustments
- Additional training or supervision
- Disciplinary action when appropriate
- Program improvements

All decisions will prioritize youth safety, program integrity, and organizational standards.

Non-Retaliation

MENAC Inc. strictly prohibits retaliation against any individual who submits a grievance or participates in an investigation in good faith. Retaliation will result in corrective action.

Confidentiality *"Building minds builds communities"*

All grievances will be handled as confidentially as possible while allowing for a fair and complete review. Information will only be shared with individuals directly involved in resolving the matter.

Recordkeeping

All formal grievances and resolutions will be documented and maintained in accordance with MENAC's Document Retention Policy. Records will be used to identify trends and improve program effectiveness.

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Policy Review

This policy shall be reviewed periodically by the Board of Directors and updated as necessary to ensure compliance with legal requirements and best practices.

The point of contact concerning this policy is Mr. Avin Hinton, Senior Vice President of Human Resources, avin.hinton@menac.org.

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MENAC Inc.

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MENACTM

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