



**Audubon
Neighborhood
Association**

Grievance / Mediation Procedure

The Audubon Neighborhood Association (ANA) strives to be an open, community-oriented organization. Should problems and disagreements occur among participants, the following steps will be taken to resolve conflicts:

1. If the conflict cannot be satisfactorily resolved directly between affected parties, then the person with the grievance must put it in writing. This will include contact information, a description of the incident or problem, the cause, the factors influencing the situation, the resulting problem, and the steps they feel should be taken to resolve it. This written grievance will be presented to ANA within sixty (60) days of the event precipitating the grievance.
2. The Executive Committee will schedule a meeting between the two parties within fifteen days of receiving the written grievance. After this meeting, the Executive Committee has fifteen days to write up a resolution and forward copies to both parties involved in the dispute, as well as a copy for the ANA Board of Directors (to be filed in the ANA office).
3. Grievances which cannot be resolved in this manner shall be mediated by the Minneapolis Mediation Project. Mediation must be agreed to by both parties and that decision shall be final, pending approval by the ANA Board of Directors.