



## WAQG Grievance Policy and Form

The WAQG takes all complaints seriously. Many issues can be resolved on a personal level, but a member may formally request that the Executive Committee (elected guild officers) review a complaint and mediate a resolution. Any participants in the grievance process must sign and adhere to a confidentiality agreement.

We follow these steps in handling any grievance:

1. A member first attempts to resolve any issue person-to-person or with the group's leadership.
2. Should the issue not be resolved in step 1, a member may approach any Elected Officer. That officer will e-mail this Grievance Policy and Form to the member. That officer will immediately notify the Executive Committee that a form was sent.
3. The complainant must submit the completed form to that officer within 2 weeks. If it is not received within 2 weeks, the officer will notify the Executive Committee the issue is closed.
4. Once a completed form is received, the President (or highest-ranking officer not involved) will:
  - a. Alert the Executive Committee of the complaint, provide a copy of the completed Grievance Form in advance, and convene a closed Special Meeting with the complainant within 2 weeks.
  - b. Immediately notify any other directly involved parties and email them a blank copy of the Grievance Policy and Form. Those parties must file any response within 2 weeks.
  - c. Schedule a separate closed Special Meeting with the other parties.
  - d. Preside over the meeting(s) of the Executive Committee and identified parties. The sign-in form will include the Confidentiality Agreement.
  - e. Convene a closed Special Meeting(s) of the Executive Committee to discuss and arrive at a resolution of the grievance.
  - f. Return a copy of complainant's/respondent's form with written confirmation of what the Executive Committee decided after all meetings.
  - g. Share the resolution with the guild **only** if the decision affects all members (such as implementing a new or revised governing rule).
5. The Executive Committee's resolution is final.



## Grievance Form

6. Minutes of Special Meetings will include a list of all attendants, decisions reached, actions taken and formal wording of the resolution as well as a copy of the grievance form(s). Minutes are available for review only by the Executive Committee or Board-approved requests.

**SUBMITTING A GRIEVANCE FORM MANDATES THIS PROCESS BE FOLLOWED**



## Grievance Form

By submitting this form, you are agreeing that you **will not** share or discuss this information outside of the Grievance Meeting.

Submitted by	Date
Describe incident (use back side if necessary)	
Date of incident	
Where did this take place?	
List others that were present	
How did you try to resolve this yourself?	
What is your desired outcome in bringing this complaint to the Executive Committee?	
Signature (typed name will be considered signature)	

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***(This section to be completed by the Executive Committee)***

Date Special Meeting(s) held:

Presiding Officer:

Resolution:

Presiding officer signature

Date

Complainant/Responder

Date

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Effective date: September 23, 2019



## Grievance Form