

Grievance Policy for *The Elsewheres*

Purpose

This grievance policy aims to provide a respectful and equitable process for addressing concerns, embodying the values of reciprocity, relationship, and responsibility intrinsic to Indigenous praxis, while also integrating principles of racial justice to ensure all voices are heard and valued.

Informal Resolution

A person with a grievance is encouraged to first attempt to resolve the issue informally by contacting Serina Payan Hazelwood, the Event Facilitator. However, recognizing that individuals may not feel safe approaching someone within *The Elsewheres*, we commit to facilitating the option of engaging an external mediator who can assist in resolving the issue. This initial discussion should foster a relational approach, allowing both parties to express their perspectives and collaboratively seek a resolution regarding concerns related to the training, its delivery, evaluation methods, or any technological issues encountered. This step emphasizes the importance of building trust and community.

Written Grievance

If the informal resolution does not satisfactorily address the grievance, participants are invited to submit their concerns in writing to Serina Payan Hazelwood. We encourage clarity in the written grievance, including a description of the issue, relevant facts, and the desired resolution. *The Elsewheres* is committed to engaging in self-reflection and understanding the root causes of the grievance to foster a just resolution.

Consultation for Resolution

Serina Payan Hazelwood will consult with appropriate personnel within *The Elsewheres* organization to identify fair methods for resolving the grievance. This consultation process will prioritize open dialogue and inclusivity, ensuring that all voices—especially those from marginalized communities—are heard. We acknowledge the existence of inherent power hierarchies and are committed to examining and dismantling these structures within our organization, understanding that complete dismantlement may not be entirely feasible in a colonial context.

Further Action

If the participant remains dissatisfied with the proposed solutions, they will be directed to submit their grievance in writing to the appropriate organization, such as AASECT, or to contact the relevant state authority where the training was provided. For AASECT-related grievances, individuals can reach the appropriate personnel at ce@aasect.org. This step underscores our commitment to accountability, transparency, and justice in the grievance process.

Abiding by Decisions

The Elsewheres and the Event Facilitator, Serina Payan Hazelwood, will abide by any decisions made regarding the resolution of the grievance. We will take responsibility for implementing these decisions with an emphasis on equity and community well-being.

Confidentiality

All grievances will be treated with confidentiality to the extent possible, honoring the trust placed in the process. However, resolution may require disclosure of the grievance details to individuals involved in the resolution process.

Non-Retaliation

Participants who file a grievance in good faith will not face retaliation or adverse consequences from *The Elsewheres* or its staff. This policy reflects our commitment to creating a safe and supportive environment for all participants, ensuring that concerns about racial and cultural justice are taken seriously.

Contact Information

Participants may direct questions or concerns about this grievance procedure to:

- **Event Facilitator:** Serina Payan Hazelwood
- **Email:** serina@payanmedicine.com
- **Phone:** 602-373-1840