

CMBC Grievance Policy and Process

POLICY

Every member (or associate) shall have the right and responsibility to report destructive, inappropriate, offensive and other behaviors that have the potential to infringe on the safety and welfare of their **Crystal Manor Boat Club (CMBC)** membership and the efficient operation of CMBC. Every member (or associate) has the right to voice opinions and concerns pertaining to the actions of members (or associates) of the CMBC. No one is subject to retaliation in any way. Should such retaliatory action be found, the accused member's (or associate's) CMBC privileges will be immediately suspended with the possibility of expulsion (must be approved by $\frac{2}{3}$ general membership) from CMBC. The reporting will be through the **CMBC Grievance Process**.

A **grievance** is defined as an official statement of complaint over something believed to be against the standard practices of an organization, including its members.

PROCESS

An Incident is Reported

1. Any CMBC member or associate may file a grievance by contacting the **CMBC Grievance Chairperson (GCP)**. The GCP will listen to the complainant by the offended member (or associate) and make the determination as to whether the complaint has sufficient standing within the CMBC. Once standing is confirmed the GCP will provide the complainant with a **CMBC Incident Report Form** (to include date, reporting member (or associate) with contact information, offending member (or associate), and brief description of incident). The form is to be completed and returned to the GCP in a timely manner.

An Attempt at Resolution

2. The GCP shall notify the accused offending member (or associate) of the complaint, review the complaint and produce a response, which will then be reviewed with the offended member (or associate). If the offended member (or associate) determines that the response is sufficient, and requests no further action, then the incident shall be closed and there will be no other reporting. However, if the offended member (or associate) is not satisfied and

before any next steps are taken, the GCP will determine if both parties can meet to resolve the complaint. Both parties would have a chance to discuss their perspective. It is the goal of the GCP to aid in the resolution of the complaint with every effort focusing on obtaining a fair and positive outcome for all parties involved, without recording any formal statement of complaint (Grievance).

A Grievance is Filed

3. If either party does not feel comfortable doing this and/or a resolution cannot be reached, then the offended party will complete and submit a **CMBC Grievance Complaint Form** (formal written statement to include the date, time, location, incident specifics and any witnesses present) outlining the grievance and submit to the GCP. The submission of the written complaint to the GCP will begin the formal **CMBC Grievance Process**. Upon the initiation of the formal **CMBC Grievance Process** the GCP will only notify the Commodore and Vice Commodore.

A. Grievances shall be categorized by three levels:

- Level 1: A grievance involving violation of a bylaw set forth by CMBC.
- Level 2: A grievance regarding conduct unbecoming of a member.
- Level 3: Any grievance outside of the parameters of Level 1 and Level 2, such grievance meets the level of a criminal inquiry. The GCP will not solicit statements or facts if law enforcement has been contacted and there is a criminal inquiry. A grievance at Level 3 will be handled at the **CMBC Executive Committee** level.

B. Grievances involving membership in "Good Standing" issues will be handled at the **CMBC Executive Committee** level.

C. Grievances involving membership with regards to retaliatory actions will be handled at the **CMBC Executive Committee** level.

A Grievance Committee is Formed

4. In adherence to making unbiased recommendations regarding the membership, the GCP will assemble a panel of three members (hereinafter referred to as **Grievance Committee**), for discussion and presentation of any grievance involving a member deemed necessary by the GCP. Each panel member will be interviewed by the GCP and must be found to be non-

biased concerning the parties. The GCP will assemble a new **Grievance Committee** specific to each grievance. Although, the same **Grievance Committee** may be used in subsequent grievances when appropriate.

5. It is difficult to adhere to a standard of rules of policies with the use of discretion without bias. Therefore, the **Grievance Committee** will meet, listen to facts and make a recommendation to the **CMBC Executive Board**. The presentation of the complainant, any past grievance information concerning the accused, all reporting documents, statements, and any other information obtained by the GCP concerning the grievance will be presented to the **Grievance Committee** for review. The person who is being accused may choose to talk to the GCP. The GCP will determine if there are witnesses and if their cooperation can be solicited. The GCP will attempt to solicit statements from all parties involved.

A Grievance is Reviewed by Committee

6. The **Grievance Committee** will make a recommendation based on the incident, findings and facts, and if disciplinary action is warranted the recommendation will be submitted to the **CMBC Executive Committee** for concurrence. Recommended actions may include:
 - A. Verbal warning
 - B. Written warning
 - C. Probation-amount of time discretionary
 - D. Suspension-amount of time discretionary
 - E. Expulsion-must be approved by $\frac{2}{3}$ general membership vote per the by-laws. This is for all types of membership.

A Grievance is Communicated

7. All grievances will be reported to **CMBC membership** during a regularly scheduled boat club meeting. The parties involved, the specific details of the incident, and the specifics concerning the grievance process will not be presented to the CMBC membership, but the membership will be presented with the status of the grievance to include whether a grievance was filed, if the grievance process was initiated and if so, the status, and the results of the grievance.

Assuring Anonymity

8. Only incident reports and complaints held by the GCP will be considered valid. All record keeping of grievance materials will be held by the GCP.
9. If the GCP is contacted by a member with regards to a grievance and the member decides not to submit an Incident Report, then only the GCP will be informed.
10. The GCP will only inform the accused, Commodore and Vice Commodore when an incident report is filed. Membership will not be informed if the incident does not progress to the level of a formal Grievance.
11. If a formal Grievance is filed the GCP will only inform the accused, Commodore, Vice Commodore and GC of the specifics. All other executive committee members will only be notified of the specifics when the grievance is being handled at the **CMBC Executive Committee** level.
12. The GCP and Grievance Committee (s) will maintain confidentiality with all meetings and record keeping
13. The GCP will only divulge the identities of the Grievance Committee(s) to the accused, complainant, Commodore and Vice Commodore.