



LGH Program Grievance Procedure:

Date: September 8, 2021

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1. If a complaint is raised by a volunteer, program participant or any other stakeholder (“Complainant”), the staff member or volunteer receiving the complaint will refer to the LGH President & CEO or the LGH Board Chair who will attempt to remedy the issue in its infancy. If mutually agreeable mitigating steps can be agreed upon, the LGH President & CEO or the LGH Board Chair will document in writing the nature of the incident as well as how the issue was addressed, and an internal memorandum will be kept by the President & CEO or the Board Chair..
 2. If no such agreement can be reached, the LGH President & CEO or the Board Chair will inform the Complainant that he or she can submit a formal grievance in writing (“Grievance”) to the LGH President & CEO or the LGH Board Chair within thirty (30) days.
 3. Upon the lodging of a Grievance, a three (3) person Grievance Committee shall be notified within three (3) business days by the President & CEO or the Board Chair depending on the circumstances. The Committee shall consist of the LGH President & CEO, the LGH Board Chair, and the LGH Board Program Chair. Committee members who are the subject of a Grievance shall recuse themselves from the Grievance Committee. Committee members who recuse themselves or whose schedules preclude adherence to the specified timetable can be substituted for by Steering Committee Chair, the Operations Director, the LGH Board Vice-Chair, or the LGH Program Vice-Chair, respectively.
 4. The Grievance Committee will review any prior efforts to resolve the issue, interview the Complainant, assess the validity of the Grievance, and initiate the path toward an amicable resolution of the Grievance. That review shall take place within thirty (30) days.
 5. Documentation of the Grievance Committee’s decision, Complainant’s acknowledgment of his or her engagement in the Grievance resolution process, and any efforts toward resolution (collectively the “Resolution”) shall be forwarded to the Complainant within five (5) business days of completion. A copy of the Resolution shall be retained by the President & CEO or the Board Chair depending on the circumstances. .

Original: April 29, 2020

Revised: September 8, 2021