

YWCA Madison Grievance Procedure

This grievance procedure is in place to ensure that you have a process to formally log a complaint or concern, be heard, and have an opportunity for resolution.

You have the right to begin this Grievance Procedure if you believe that any YWCA Madison program policies have been unfairly applied to you, or if you and/or your children have been discriminated against by anyone professionally or formally associated with the organization.

During the grievance process you have the right:

- To have your grievances taken seriously and considered in a fair, timely, and impartial manner;
- To privacy in all related correspondence (written and verbal, including e-mail), and to have your confidentiality thoroughly protected;
- To receive copies of all documentation related to your grievance;
- To enlist the assistance of outside entities, such as advocacy organizations for civil rights, tenant's rights, and anti-discrimination in housing and social services; and
- To be assured that you will not be **terminated** or otherwise refused assistance solely on the basis of engaging in any part of the grievance process.

YWCA Madison Grievance Procedures are as follows:

- If you have a grievance regarding a staff member, a policy, or any other issue, you are encouraged to bring your concern to the immediate attention of YWCA Madison staff that you are working closely with. If the grievance is with this staff member, you are encouraged to bring your concern to their immediate supervisor.
- If you and the staff person are not able to resolve the issue through discussion or related actions, you will be asked to submit a detailed description and account of your grievance, in writing.
- Your documented grievance will be submitted to the staff member's supervisor, and/or YWCA Madison CEO—depending on the situation and appropriateness of each staff member's involvement.
- You will receive a formal response within 14 business days (maximum), which may include a plan for subsequent meetings with all parties involved, including the Director of a specific department or YWCA Madison CEO.
- Decisions about next steps and actions will depend on the nature of the grievance.
- If the response and subsequent actions are not successful or you require further response, you may resubmit your grievance.
- If the response is final you may appeal within 5 business days (maximum). A formal appeal must be submitted in writing to the Director.

- An appeal meeting will be convened within 14 business days. You are welcome to have an advocate, friend, lawyer or other person not officially affiliated with the organization present during this meeting.
- If the appeal process does not fully resolve the issue, you may seek outside assistance, in the form of mediation or a grievance resolution service. You may be responsible for any related monetary costs.

Exceptions:

- Grievances submitted by a group of individuals about the same issue will not be accepted. Individuals with common complaints or concerns must each submit them separately.
- Grievances pertaining to a serious safety concern or other situation requiring urgent attention will be dealt with immediately. Responses to such situations may not follow the procedures described above.

We appreciate you signing (or verbally dictating your signature) this document to indicate that you understand this grievance procedure and that you understand a copy of related documentation will be kept in your program file, which will be maintained in accordance with the program retention policy. Please let us know if there is any other information you need, or feedback you'd like to give us.

Signature of individual submitting the grievance	Date
YWCA Madison Staff Signature	Date

YWCA Madison Grievance Form

Today's Date: _____

Name: _____

Preferred method of communication (ie: phone call, email, text):

Indicate nature of grievance:

Date of the event or timeline of events that led to this grievance:

Is this your first formal grievance about this specific problem or issue? If not, please explain prior grievance submission and response.

Provide a brief description of the grievance (please indicate if additional pages are attached):

I have been provided with a copy of the organization's Grievance Procedure and have had the opportunity to seek clarification and ask questions.

Signature of individual submitting the grievance	Date
YWCA Madison Staff Signature	Date

RESPONSE

Date of response: _____

Explanation of response to the submitted grievance, and all people involved:

Next steps and timeline for action(s):

FINAL ACTIONS and RESPONSE:

Explanation of the final response and resolution and all people involved:

Signature of individual submitting the grievance	Date
YWCA Madison Staff Signature	Date