

# GTVCCA Grievance Policy and Procedures

Policy #05

Date of Institution: 2022-01-28

## Objective:

The objective of this policy is to provide a process for Individuals and Staff to air their grievances.

## Definitions:

**GTVCCA:**

The Green Tree Village Community Centre Association is a non-profit society with a volunteer board of five directors. It was established in 1975 to oversee the management of the Centre

**Individuals:**

GTVCCA members, their children and/or their guests using the facilities at the Centre.

**Staff/Employee:**

a person who regularly works for GTVCCA on a wage or salary basis. Employees/Staff include temporary, regular full-time, regular part-time employees, and other employees who are subject to the control and supervision of GTVCCA in the performance of their duties.

**Grievance:**

For the purposes of this policy a grievance is a complaint where any Individual or staff objects to the manner in which the affairs of the Society are being conducted or to the manner or method of management and administration of the Community Centre. (Please refer to the Disruptive Behaviors Policy for other types of complaints).

## Description of Policy

As the GTVCCA is responsible for making decisions that affect Individual’s property interests, membership status or legal rights, this policy provides the procedures for Individuals and Staff to express dissatisfaction about the service, actions, or lack of action by GTVCCA. All individuals involved in discussing a grievance are expected to communicate openly and respectfully (please refer to GTVCCA 's Code of Conduct Policy )and to provide reasons for particular decisions or actions. When disagreements arise, greater understanding by all is needed. The presence of conflict, if dealt with effectively, offers an opportunity for individual and organizational learning including the identification of policies and practices that need to be improved.

Examples of Grievances include but are not limited to:

* Perceived failure to do something agreed upon;
* Perceived failure to observe policy or procedures;
* Concern that an error was made by Staff or Board of Directors

## Procedures:

1. An Individual or Staff may give the Directors a written notice setting forth the particulars of their objection.
2. The objection shall then be considered at the next meeting of Directors, and the Individual or Staff in question shall be entitled to appear at such meeting to make oral representations, consuming not more than 30 minutes of time, regarding the objection.  The Individual or Staff shall only be entitled to be present at that portion of the meeting during which the objection is discussed.
3. The Directors shall, either orally, at the meeting, by letter or email within fourteen (14) days after the meeting advise the Individual or Staff of their response to the objection.

## References:

Governing Good

http://www.governinggood.ca/

Bc Cancer Society Complaints Policy

https://bccancerfoundation.com/complaints-policy

## Annual Review

This policy will be reviewed annually. All Staff and Members will have access to a copy.

| Annual Review Date: | Reviewed By: |
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