

## Vero Beach Rowing

### Grievance Policy & Procedure

#### Purpose

The grievance policy and procedure intends to support a healthy, respectful and inclusive culture at Vero Beach Rowing for all of its members and beneficiaries (including youth rowers, families of youth rowers, volunteers and guests of the club).

#### Policy Statement

A grievance may be filed by any beneficiary of Vero Beach Rowing regarding incidents related to club activities.

#### Definition

The definition of a grievance for the purpose of this procedure is a complaint or strong feeling that one has been treated unfairly. A grievance may also include suspected misconduct of a parent, rower, coach, or club director and will be handled as per the procedure below.

#### Objectives

The grievance procedure is designed to provide an open and transparent route for complaints to be made and to be resolved fairly and within a reasonable period. Unprocessed grievances, when aired prematurely or widely, can damage the culture and reputation of the club; as such, we ask beneficiaries of the club to use the procedure in lieu of airing grievances more widely.

#### General Principles

The governance committee will provide general oversight to ensure the grievance procedures are carried out in a professional, conscientious, and objective manner through a thorough review process. This procedure seeks to operate in a fair and expedient manner; it is not a formal legal process. The process provides for maximum confidentiality of all parties involved.

#### Filing a Grievance

Informal resolution of grievances through direct conversation between the parties is strongly encouraged to the extent that it can be done with physical and emotional safety of those involved. This formal grievance process is in place to ensure that when informal means of grievance resolution are untenable due to a power differential, or when they have become unproductive, the club can support

grievance resolution and thereby maintain the health and wellbeing of the club's members and other beneficiaries.

To begin a formal grievance procedure, the complainant contacts the appropriate grievance processor as designated below.

- Employees and contract coaches who have a grievance should contact the chair of the governance committee.
- Members and other beneficiaries of the club who have a grievance should contact the chair of the membership committee; if the grievance involves an employee or board member, the complainant may take the grievance to the governance committee.

#### Grievance Review Procedure

The first step in the grievance process is for the designated processor to interview the complainant and collect the necessary information to process the grievance. The processor will ask that the complainant also provide written documentation of the interactions related to the grievance. The designated processor will convey to the complainant the next steps required to achieve resolution of the grievance. If these steps require sharing information with any other individual, the designated processor will inform the complainant of what information will be shared and with whom. With the exception of required reporting protocols for criminal conduct and/or Safesport violations, the complainant may request the resolution process be halted to protect their privacy.

The goal is to resolve each grievance within 15 business days of receipt. The processor will do their best to address the grievance in this time period; should the process take longer than 15 business days, the processor will update the complainant no later than 15 business days after the complaint is submitted.

Once a resolution has been arrived at by the processor, the processor will inform the complainant of the resolution.

#### Grievance Resolution & Communication

A summary of the grievance and its resolution will be documented by the processor and shared with the board members within 10 days of the resolution of the grievance; should the grievance take longer than 30 days to resolve, the processor will provide a written summary of the grievance and its current status and provide it to the board not later than 30 days after the filing of the grievance, providing updates at least every 30 days until such time as the grievance is resolved.