

**GRFR Volunteer Grievance Procedure**  
**Approved by the GRFR Board: 12/24/2012**

Coordinators (CRD's) who have an issue or problem they cannot resolve with their Vice Chair (VC) may bring these issues or problems directly to the Board Chair - provided they have first followed these steps. (Should a GRFR Coordinator fail to follow these steps, then - in all but extraordinary circumstances - he or she will be compassionately & firmly asked to complete the steps before any action is escalated.)

Notes:

- While the example used here is for *Coordinators*, this principle holds true for other volunteers, as well.
- Any complaints of a legal nature are not to be brought to this process; rather, as these are governed by local, state and Federal laws and statutes and should be brought to GRFR counsel or authorities.
- The intent of this procedure is certainly not to be punitive or cumbersome. Simply stated, without the good faith effort of GRFR volunteers to follow these guidelines when grievances occur, the organization's energy will be drained; trust will be lost; & gossip will replace honest communication.

If a CRD cannot find resolution with his or her VP then:

1. He or she may bring the issue directly to the Board Chair.
  - a. The CRD shall not accelerate the issue by having conversations with anyone else - discussions shall be kept between the CRD, the VP and Board Chair. (No outside emails, texts, phone calls or face-to-face discussions.)
  - b. The Board Chair shall notify the VP of the contact, and the VP shall proceed professionally: no escalation; rather discuss with the Chair the value of the VP re-contacting the Coordinator in good faith to address the issue or problem, brainstorm solutions with the Chair, etc.
  - c. The coordinator may also attempt to re-approach the VP to resolve the issue or problem.
2. If neither (1a) nor (1b) succeeds, the CRD shall put in writing for the Board Chair:
  - a. What happened? (The data that necessitated skipping a level by bypassing the VC.)
  - b. An evaluation stating what *the CRD* could have done differently that would have avoided this issue or problem.
  - c. A proposed solution - what could the VP have done? What could be done now?
3. The Board Chair shall be final arbiter and all parties must accept the final decision with grace. That said, in all but rare circumstances such arbitration will not be necessary, as volunteers dedicated to GRFR should be able to resolve conflicts if they remember to keep the higher principles of GRFR in mind.
4. This process is not intended to prevent consenting, well-acquainted GRFR volunteers from talking to each other to vent, if necessary; be 100% sure, however, that such venting goes no further and in no way hurts another's reputation within GRFR or without.
  - a. If a GRFR volunteer approaches another with an issue or complaint, the first question to be answered is whether the person is venting or wants to resolve a problem.
  - b. If the person is looking to resolve a problem, the procedure above must always apply.
  - c. If the person is just venting, the volunteer being approached may listen if they consent; no action may be taken on the complaint, and once the person has vented, the discussion cannot be repeated elsewhere.

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(signed)

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(date)