

## HEREFORD ZONE RECREATION AND PARKS COUNCIL

### GRIEVANCE PROCEDURE

A grievance is a complaint that policies and or procedures are not being administrated/ followed properly. For all parties involved, the following process should ensure the objective hearing and orderly handling of grievances. The initiation of the grievance procedure shall not restrict the Hereford Zone Recreation and Parks Council (“HZRPC”) Executive Committee from taking immediate actions that it deems appropriate with respect to the coach or volunteer in question if HZRPC deems it in the best interest of the children/ participants. The intent of this Grievance Procedure is to supplement, and not to replace, the procedures set out in the Constitution of the HZRPC.

Step 1: If someone has a grievance, they should initially try to talk to the appropriate coach/ program leader to try to sort out the problem informally. It is recommended that the complaint put into a written format as soon as possible. This should be done within seven (7) days of the event in question.

Step 2: If this is not an appropriate way to address the grievance, or an agreement with the coach/program leader cannot be reached, then the person should take their concern to the Program Chairperson. The Chairperson should investigate the issue – and determine the corrective action, if necessary. The Chairperson should take no more than seven (7) days to make his/her determination as to corrective action necessary, if any. At this point, the Chairperson may notify the community supervisor, and/or HZRPC President of the issue and the Chairperson’s decision.

Step 3: If the person who has complained is not satisfied with Chairperson’s determination as to any corrective action, or the Chairperson’s has failed to make a timely determination, then the person with the grievance should formalize his/her complaint in a letter (or email) and submit their grievance to the HZRPC President or any Vice-President and copy the community supervisor. This can also be done by requesting the President to place the item on the agenda of the Executive Committee’s next meeting or a special meeting.

Step 4: The HZRPC Executive Committee shall review the formal complaint. Prior to making its determination, the Executive Committee shall make inquiries as it feels are appropriate. The Executive Committee may, but is not required to, invite the complainant or other parties involved in the grievance to a meeting to explain the situation. The determination of the Executive Committee should be shared with the person who complained and the volunteer(s) that are the subject of the grievance.

Any further appeals shall be handled as recommended in Article XII – Appeals section of the HZRPC Constitution.