



Grievance Procedures Policy

Grievances

Reece's Rainbow strives to ensure that all involved members, including employees, the community, volunteers and adoptive families, are treated fairly. An individual who believes that she/he has been treated unfairly may choose to write a letter of grievance to the Board of Directors. Individuals are expected to attempt resolution with all involved parties before bringing a concern to the Board.

Dispute Resolution [Grievance] Procedure

Dissatisfaction with alleged discrimination, unfair treatment, policies and procedures, or working situations should be brought to the attention of the Executive Director or to the current President of the Board if necessary. "Employees" can raise concerns without fear of reprisal. Informal resolution of disputes is encouraged. However if a matter is deemed important, the following steps may be taken.

- Step One: To encourage informal resolution, within one week after the occurrence of the event, the individual shall discuss the dispute with the Executive Director (i.e. via email or phone). They will discuss it and agree upon a plan to resolve it (via phone or email).

*** Email may be sufficient but phone conversations are encouraged if deemed necessary or more appropriate.

- Step Two: The individual may appeal an initial decision in writing to the Board of Directors for consideration at their next regularly scheduled meeting. The written request must be submitted via the president and must be received at least two weeks prior to the Board meeting. If discussed with the Board of Directors, the Board shall communicate its decision in writing (by the president) to the individual involved and to the Executive Director.
- Step Three: All decisions by the Board of Directors are final. There is no additional petition process available as it is intended that the decisions by the Board will serve that purpose.

Letters of grievance:

Individuals may communicate a grievance to the Board at any time. Such letters must be signed and must include:

- Any "previous" written communication ((i.e. emails) between all involved parties (i.e. between Reece's Rainbow personnel and adoptive families) concerning the matter.

- The matter at issue or dispute with a clear and concise statement of the nature of the grievance including when the incident or situation leading to the grievance occurred;
- The remedy or solution sought;
- The date of the filing;
- The name and signature of the grievant;
- Facts not contained in the written grievance document may be introduced later in the procedure only with consent of all interested parties.
- Grievance letters will be addressed to the Board of Directors. A copy of any letter of grievance must also be sent to the president. The president of the Board will represent the Board of Directors and, after meeting with the Board, will reply within 21 days (3 weeks) by email and/or mail. All written communications should be sent to the PO Box Reece's Rainbow address or via email to the members of the Board.

*** All decisions by the Board of Directors are final.

Confidentiality

All parties are bound by confidentiality and will not share information about grievances except with those persons who in the discretion of the Board of Directors have a legitimate need to know. All documents, communications, and records dealing with the processing of a grievance shall be filed in a separate grievance file with the president of the Board of Directors.

Respect and confidentiality are expected to be exhibited by all parties.

NON-DISCLOSURE AGREEMENT (Template)

I agree that I will not, without express written consent from Reece's Rainbow, communicate or discuss information related to our private discussions and our above agreements in the attached letter, via any document or other format of online information or other material.

I also agree that I will not discuss, copy, photograph, or reproduce or share any information to which I may have had access to related to any correspondence with Reece's Rainbow, regarding the above described confidential circumstances.

I further agree to hold in strictest confidence any confidential information about these circumstances, which is disclosed to me, and to refrain from discussing such confidential information to others, without expressed approval in writing from the management of Reece's Rainbow.