

Pembina Active Living (55+)

GRIEVANCES

Category: Governance

Date Established: 20/10/14

Policy Number:

Date Reviewed:

Date Amended:

Policy

PURPOSE:

This Statement of Policy and Procedure is to provide guidance to the Board of Directors in setting clear and fair guidelines for members, volunteers and clients to resolve grievances.

DEFINITION:

A “**grievance**” is a complaint usually of a serious nature.

PROCEDURES FOR DEALING WITH A GRIEVANCE

- A member, volunteer or participant who feels aggrieved shall advise the Executive Director or President who will attempt to resolve the grievance in the shortest possible time.
 - If the member, volunteer or participant believes the grievance has not been satisfactorily resolved, he/she may submit the grievance to the Board of Directors in writing. The Board of Directors shall investigate, take appropriate action, and respond in writing in an expeditious manner.
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