

Grievance Procedure Policy

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STATEMENT OF NEED AND DEFINITION

Article V, Section 5 of the Guild bylaws calls for the establishment of a member Grievance Procedure Policy, subject to the oversight of the Board of Directors (BOD).

PURPOSE

This policy has been developed to guide and define the procedure in which any member who feels they have been wronged can alert Guild leadership about the problem or issue. The procedure should facilitate a fast and effective solution that benefits all involved.

POLICY STATEMENT

The Board of Directors is responsible for the control and management of the affairs of the Guild including, but not limited to, charge of the property and business of the Guild. The Board of Directors sets the general guidelines and policies for the Guild. The Board of Directors is also entrusted with the responsibility to assure that the membership is acting in accordance with the purposes of the Guild per Article II of the bylaws and may take unilateral action, if necessary, to protect and preserve that interest.

To the extent that a member believes they have been wronged, the member grievance procedure policy provides a means to formally bring the issue to the attention of the Guild BOD via a designated leadership point of contact to receive the initial complaint. The designated leadership point of contact will be a member of the BOD who will report back to the full BOD of the formal complaint in an expedient manner.

DESIGNATED LEADERSHIP PRIMARY POINT OF CONTACT AND ALTERNATE CONTACT

- The member's *primary point of contact* for filing a formal written grievance will be the **Guild Membership Chair**. In the event the member is uncomfortable filing the grievance with the primary point of contact, the *alternate point of contact* may be used.
- The member's alternate point of contact for filing a formal written grievance will be the **Guild President**.

FORMAL WRITTEN GRIEVANCE PROCEDURE

The member(s) shall submit to the *designated point of contact*, or to the *alternate point of contact* as necessary, via email, USPS mail, courier service, or by a person-to-person exchange, a formal written grievance which provides applicable details that adequately describe the incident.

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Pertinent details of a formal written grievance may include some or all of the following information:

- a. date of occurrence;
- b. location of occurrence;
- c. venue host;
- d. Guild event;
- e. demonstrator(s);
- f. approximate number of attendees
- g. incident witnesses;
- h. how the incident caused the member to be wronged;
- i. name(s) of individual(s) responsible for causing the member to be wronged;
- j. were the individuals responsible for the wrong aware of your feelings?
- k. did the incident result in an accident, cause damage, or injury?

REMEDIES

- Within 24 hours of receiving the grievance, the *designated point of contact*, or the *alternate*, will forward a copy of the member's written grievance to the BOD.
- Within seven days of receiving the grievance, the *point of contact* will set up a timely face-to-face, or virtual meeting with the member.
 - The President, or his proxy selected from the BOD, will join the *designated point of contact*, or the *alternate*, to represent the BOD in the meeting with the member.
 - The member may also invite another member familiar with, or witness to the incident to participate in the meeting.
 - Member(s) will be fairly treated during the meeting as they tell their story
 - Leadership representatives will have the benefit of learning, outside of a confrontational setting, the details of the members concerns.
- The designated representatives from the BOD will be credible listeners who will provide an objective written review that summarizes the member's grievance to both the BOD and to the wronged member(s) within ten days following the meeting.
- Retaliation against any member who files a grievance is prohibited and will subject the retaliator to discipline up to and including expulsion from the Guild.
- The Guild President, or the *designated point of contact* will report back to the complaining party within 20 days of the meeting, notifying the member of the final decision of the Board.