



DEPT OF PUBLIC TRANSFORMATION

Community Grievance Policy & Procedure

Approved May 27, 2022

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Scope

Department of Public Transformation (DoPT) recognizes its responsibility to listen to the suggestions, complaints, or grievances of the public with which it engages (“the community” or “community members”) and to attempt to resolve these concerns.

Policy Intent & Review

DoPT’s Grievance Policy is intended to provide community members with a method to constructively communicate their grievances directly to DoPT. It also establishes procedures for an equitable, reciprocal, and timely resolution of these grievances. DoPT strives to support all community members in feeling safe and heard. Community members filing grievances will be treated with understanding and respect, and grievances will be given prompt and careful attention taking into account all of the circumstances.

This policy and its accompanying procedure are reviewed and updated annually by the DoPT Executive Committee.

Policy

We define grievance as any incident, complaint, problem, or concern of a community member regarding people, situations, access, and safety in relation to DoPT. Examples of reasons for which community members

may file grievances include, but are not limited to, harassment, discrimination, health and safety, barriers to accessibility, and discrimination based on disability. We recognize that every situation is different.

DoPT anticipates all grievances will be filed in good faith. DoPT defines good faith as a sincere intention to be fair, honest, and accurate.

During the formal grievance policy, DoPT will maintain confidentiality to the greatest extent possible. However, there may be limitations on confidentiality such as investigation of grievance allegations, providing individuals with an opportunity to respond, or fulfilling legal duties.

Procedures

DoPT encourages an atmosphere where conflicts at all levels can be resolved by open and respectful listening and communication. We encourage informal resolution whenever possible. When matters cannot be handled on an informal basis, DoPT has established a formal procedure for the resolution of grievances between community members and DoPT.

Step 1. Informal Resolution

Whenever possible, grievances should be resolved through informal discussion between the community member and the DoPT staff member most knowledgeable about the issue. This attempt at informal resolution may happen at the point of service, or an appointment may be made for a mutually agreed upon time within the staff member's normal working hours. If the grievance cannot be resolved, the staff member will inform the community member about the grievance procedure and inform the staff member's supervisor in writing about the unresolved grievance. Some complaints related to programs and policies may require investigation or coordination in order to be resolved in Step 1. If the aggrieved community member is uncomfortable and/or unable to speak with the staff member involved, the grievance may be moved directly to Step 2.

To move a grievance to Step 2, the community member will file a formal complaint to the Executive Director using the organization's Formal Grievance Report Form. If the Executive Director is party to the grievance, the community member will file a formal complaint to the Executive Committee using the organization's Formal Grievance Report Form.

The Formal Grievance Report Form is located on the DoPT website (publictransformation.org/contact) or can be obtained from any DoPT staff member.

Step 2. Executive Director

If the Executive Director is not a party to the grievance, the Executive Director will read the statements, listen to the presentation of the grievance by the community member, discuss it with them and attempt resolution of the grievance. The Executive Director will complete a written report of the situation, including any documentation or actions taken, regardless of whether or not the grievance was resolved.

If the Executive Director is party to the grievance, the Executive Committee will select a DoPT staff or board member to hear the community member's grievance, attempt resolution of the grievance, and complete a written report of the situation regardless of whether or not the grievance was resolved.

If the grievance is not resolved, the community member may elect to move to Step 3.

To move a grievance to Step 3, the community member may make a request, in writing, to the Executive Committee.

Step 3. Mediation

If the grievance is not yet resolved, an aggrieved community member may request mediation within 15 days of receiving the Executive Director's decision. Community members requesting mediation agree to share the cost of mediation with DoPT. A mutually agreed-upon mediator will be identified by both parties within 30 days of the community member's request. Efforts will be made by all parties to select an appropriate and affordable option for mediation. DoPT may cover the entirety of the cost of mediation if the aggrieved community member is unable to pay. Once the mediator is agreed upon, the mediation process must be completed within 30 calendar days. The time requirements in this paragraph may be extended by mutual agreement of the community member and DoPT.

After the mediation has occurred, the designated mediator shall inform the Board Chair and all the parties whether mediation was attempted and whether the parties reached a resolution. If a resolution is reached, the parties will report to the Board Chair on their resolution, which will be communicated to the DoPT Executive Committee.

To move the grievance to Step 4, the community member will make a request, in writing, to the Executive Committee.

Step 4. Executive Committee

Grievances can be appealed to the Executive Committee (minus any parties to the conflict that sit on the Executive Committee). The Executive Committee will review the provided report(s), request further information or statements as needed, and then meet privately to discuss and decide the issue. After a decision has been made, the Executive Committee will communicate the decision in writing to the community member and any other affected parties. The decision of the Executive Committee will be final.

Contact Information

Below is the current contact information relevant to this policy:

- Executive Director (Ash Hanson): ash@publictransformation.org
- Executive Committee (Jessica Huang, Current Board Chair): board@publictransformation.org