

# **Fulton Neighborhood Association Member Grievance Policy**

## **I. Purpose**

This policy's purpose is to provide a process for the good faith review of member complaints, promoting the resolution of disputes, and protecting the integrity and openness of the Organizational community.

Conflict, while often avoided, is not necessarily bad. In fact, conflict can encourage diversity of viewpoints, provide valuable feedback, or clear a path for change, when needed.

This policy is intended to create a neutral process. It is not intended to become a vehicle for obstructing the Organization's process or mission work. The Organization will take steps to prevent this policy from being used to harass or intimidate any person, group, or agency.

## **II. Eligibility**

This policy covers grievances of the voting members of the organization. It does not apply to personnel (i.e., employees, board members, or independent contractors). Personnel grievances are governed by personnel policies. This policy does not create any legal rights for any person(s). The general public may submit comments through the Organization's regular communication channels and online contact form at any time.

### **A. Qualification Criteria**

Those who fulfill all of the following criteria may file a grievance:

1. The person(s) filing the grievance is the affected party ("Grievant").
2. The Grievant was 18 years of age by the date the action occurred.
3. Grievant is a voting member and was materially affected by the actions in question.

### **B. Subject Matter Criteria**

Complaints that may become recognized as grievances fulfill all of the following criteria:

1. The complaint is directed at an Organizational process or the actions of the Organization (or of persons acting on behalf of the neighborhood in their official capacity representing the Organization).
2. The complaint alleges a violation of a specific rule, regulation, policy, or principle directly pertaining to the neighborhood's process.
3. The actions in question have occurred, commenced, or became known to the Grievant within the last 90 calendar days prior to filing.

Complaints outside of these criteria or this policy (for example, legal claims or violations like defamation, harassment, or discrimination) are not eligible under this policy and must be addressed through other methods.

### **III. Filing Procedure**

A grievance is initiated by submitting a written notice of the grievance to the Board at info@fultonneighborhood.org or by USPS.

The grievance must identify all of the following:

1. The full name, complete home address, complete work address, daytime phone number, evening phone number, and member status as of the date of filing for each named Grievant, along with their signature.
2. A description of the actions that are the subject of the complaint and the specific rule, regulation, policy, or principle which directly relates to the neighborhood's process that is alleged to have been violated.
3. The date the actions occurred or commenced, and, if known, the full names and addresses of the persons or organizations responsible for the actions as well as their neighborhood member status or role in the neighborhood's process.
4. All supporting documentation substantiating the complaint.
5. Any proposed solution or suggested change.

### **IV. Grievance Handling Procedure**

Within seven days of receipt, the Organizational recipient will forward a copy of the grievance to the Board President, or Board Vice President; and any identified persons listed in the grievance form.

The Board of Directors must then convene a three-member grievance panel made up of impartial neighborhood residents, business owners, and/or property owners who have no undue influence on the Board. This group will meet, select a panel chairperson and discuss the complaint within 30 days of receiving it. The grievance panel must then deliver a written response to the complainant to the Board of Directors within 30-days of the meeting.

The Grievance Procedure steps are as follows:

1. The Board President will send a letter of acknowledgement to the complainant identifying members of the grievance panel.

2. The Grievance Panel will meet to discuss the complaint, keeping complete minutes of their proceedings. The Panel may request additional information from the complainant and Board of Directors including inviting them to the Panel's meeting.
3. The grievance panel will provide a report and recommendation within 30-days of its meeting regarding the grievance to the complainant and the Board of Directors.

Appeals may be made to the Board of Directors, which will provide a response within 30 days to the grievant. Further appeals may then be made to the Neighborhood and Community Relations Department at the City of Minneapolis, which will respond to the appeal within 30 days of receiving the grievance complaint.

Approved and adopted:

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date