

XII. BOARD POLICY GRIEVANCE PROCEDURE

- A. Step One: A Board Member receives a complaint from an individual or a group representative. For the purposes of this Section, both an individual and a group representative are referred to as an individual.
- B. Step Two: If the Board Member is confident that the incident is not a violation of current Board Policy and/or no new policy is required to cover the incident in the future, the Board Member shall inform the Operations Team and Board President about the nature of the incident and follow up with the individual who brought the complaint within ten working days. If the individual bringing the complaint is not satisfied, they are permitted to submit the complaint in writing to the Senior Minister and/or Board President, who decides whether to take further action.
- C. Step Three: If the Board Member is not confident that the incident is not a violation of current Board Policy and/or whether new policy is required to cover the incident in the future, the Board Member shall instruct the individual to put the incident/complaint in writing and submit it to the Senior Minister and/or Board President. This recipient will pass written complaint to the Board Policy Grievance Committee (BPGC). This Committee will consult and decide whether full Board action is required. This Committee will reply to the individual submitting the complaint within ten working days of receipt of the written document, either with a decision or the date the issue will be presented to the full Board for consideration.
- D. Step Four: If the full Board considers the issue, the BPGC will share the Board's decision with the individual bringing the complaint within seven working days of the Board's decision. The Board President or Senior Minister will inform the Operations Team about the issue and resolution. The Board Secretary shall record a grievance resolution report.