

CASA OF WALKER, SAN JACINTO, & TRINITY COUNTIES

GRIEVANCE PROCEDURE

Misunderstandings and/or disagreements may arise in any organization. CASA values the community and wishes to conduct its programming in an amiable and cooperative way. As such, the following outlines the procedures community members, or the public, can communicate their grievances to CASA.

For the purposes of this policy, a grievance is an individual's concern that arises from the application of CASA's policies, procedures, or practices, and may relate to a grievance against a Volunteer, Staff, Executive Director, people, situations or safety. Community members may submit grievances related to any concerns or issues, including harassment, negligence, misconduct, discrimination, health and safety, barriers to accessibility, and discrimination or unfair treatment related to duties under Section 107.002.

Open Door:

CASA encourages an open and frank atmosphere where concerns, suggestions and questions can be discussed openly with the CASA staff and/or board. CASA strives to ensure consistent and honest treatment of all. Many problems can easily be resolved simply by discussing them openly and members of the community are welcome to reach out at any time to meet with CASA to better understand policies, procedures, or decisions that have been made.

Problem Resolution:

When problems continue, or when an individual believes that a decision affecting them is unjust or inequitable; they are welcome to make use of the following steps:

- 1) The individual may submit the details of his or her concern, in writing, to the Executive Director of the organization.
- 2) The Executive Director may, in some cases, request an in-person meeting with the individual to discuss the concerns in greater detail. Within ten business days of receiving the grievance, the Executive Director will provide a written response to the grievance, which will include any necessary corrective action(s) on the part of the CASA program, when applicable. A copy of the original grievance and the response will be provided to the Board President.
- 3) If the individual is not satisfied with the response received by the Executive Director, he/she may elect to file a written summary of the grievance and his/her continued concern to the Board of Directors.
- 4) The Board of Directors will discuss the presented concern at the next regularly scheduled meeting of the Board and will decide on a course of action to follow. If the grievance requires a decision prior to the next meeting, the Board President may elect to call a special session of the Board or to meet with Executive Committee of the Board to expedite the decision-making process.
- 5) The Board President will communicate the Board's decision to the complainant, in writing, within three business days of the decision having been made. The Board's decision is final.

Complainants will be informed of resolutions in writing, subject to confidentiality limitations, and a copy of the notification is maintained on file at the CASA Office.

Although not every problem can be resolved to everyone's total satisfaction, it is through the open discussion of problems that CASA can best serve the community and its children. Everyone is better served by resolution of problems and concerns, and CASA is committed to participating openly in this process. However, CASA reserves the right to determine, in its sole discretion, the appropriate resolution to any problem, and any decisions made by the Board of Directors is final.

**If the problem relates directly to the Executive Director, the individual may present the problem in writing to the Board President, beginning at Step #3 outlined above.*

**CASA's current Executive Director, Board President, and their respective email addresses are available on the CASA website (www.casaofwalkercounty.org).*