

Grievance Policy and Dispute Resolution

The purpose of this policy is to provide an orderly procedure for the equitable and prompt resolution of complaints. This process is designed to resolve complaints at the lowest possible level in a cooperative, conciliatory atmosphere and not intended to be adversarial in nature. No person shall be discriminated against because of filing or participating in this complaint process, and no reprisals of any kind shall be taken against any person because of participation in this complaint process. This process is for reporting any suspected violation of Kroka policy, not including resolution of protected status complaints (discrimination and harassment complaints). See Harassment & Discrimination Policy.

General principles:

- Complaints must be fully described by the person with the grievance.
- Each person involved should be heard.
- The person against whom the grievance is made should have the opportunity and be given a reasonable time to provide their side of the story before resolution is attempted.

Procedure:

Level One

In case of a dispute within the organization, parties shall first attempt to resolve it themselves. If the matter is not then settled satisfactorily, the complaint shall follow the guidelines outlined in Level Two.

Level Two

The staff member with the complaint shall state their complaint in writing, setting forth the nature of the complaint, all relevant details, and the remedy sought. The following procedure shall then be utilized:

- The written grievance shall be submitted to the HR Coordinator within five (5) working days following the informal resolution/conciliation.
- The third party staff member, usually a member of the year round staff, will be assigned by the HR Coordinator to review the grievance.
- The third party staff member will meet with the grieving party within five (5) working days following receipt of the written grievance to hear such grievance and any other information that person deems relevant.
- Following the meeting, the third party staff member may conduct a meeting between the grieving party and the individual against whom the grievance is filed to resolve the issues.

If the matter is not then settled satisfactorily, the complaint shall follow the guidelines outlined in Level Three.

Level Three

- The Directors will call upon a member of the Board of Trustees to review the grievance and provide the board member with the written grievance within five (5) days of the complete of the level two procedure.
- The Board member will meet with the grieving party within five (5) working days following receipt of the written grievance to hear such grievance and any other information that person deems relevant.
- Following the meeting, the Board member may conduct a meeting between the grieving party and the individual against whom the grievance is filed to resolve the issues.

If the matter is not then settled satisfactorily, the complaint shall follow the guidelines outlined in Level Four.

Level Four

- The Board member will set up a mediation session with a professional mediator.

If the matter is not then settled satisfactorily, the Board will decide the next appropriate steps.

In the case of a dispute with a Director(s) or between Directors that cannot be resolved by the Level One procedure, the Level Two procedures will be followed with written grievance being submitted to the Board who will then assign a Board member to review the grievance and conduct any needed meetings. If the matter is not satisfactorily resolved, the Board will follow the Level Four procedure of professional mediation.

Confidentiality: Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation, comply with applicable law, and for Kroka to make a determination with regard to the reported violation.

This policy was approved and adopted by the Kroka Board of Trustee on November, 19 2024.