



## **Grievance Policy**

The Second Judicial District CASA Program strives to ensure that all grievances by a staff member, volunteer, client, community member, etc. are resolved in a timely manner and to the satisfaction of all involved.

### **Initial Grievance Process**

The grievance shall initially be discussed among the persons involved. If a resolution is not made, consultation with Executive Director of the Second Judicial District CASA Program shall be made.

### **Grievance Process Follow-Up**

If the matter needs further follow-up, then a letter shall be submitted to the Executive Director that includes:

- The grievance
- Dates, time and results of meeting with person(s) regarding grievance
- Any other pertinent information

The Executive Director shall make a decision based on facts and agency policy within five days of receiving letter.

### **Final Resolution**

If the Executive Director's resolution does not meet the griever's satisfaction the letter will be forwarded to the Board of Directors. The Board of Directors will review the letter and take action as they agree upon. This may include meeting with the griever or Executive Director, etc. The Board of Directors will make a final decision within thirty days of receiving the letter.