

ATHENS-MCMINN FAMILY YMCA

205 Knoxville Avenue
Athens, Tennessee 37303



Procedures for Parent/Guardians, Youth, and Members to Report Concerns

The Athens-McMinn Family YMCA (YMCA) believes consumers, youth, and parents/guardians have valuable thoughts and insights to share regarding our operations. Accordingly, the YMCA encourages members and/or program participants to share opinions, suggestions, concerns, questions, and/or grievances about our policies, personnel, and other matters impacting the organization.

In general, the best person initially to bring opinions, suggestions, concerns, and questions to is the director of the program that the grievance involves. A listing of those individuals can be found here: <https://www.athensmcminnymca.org/about-us/contact-us> However, if the concern relates to that person or if you feel they did not fully address a matter, consumers and parents/guardians may direct their opinions, suggestions, concerns and/or questions to the CEO/ Executive Director or Business & Finance Manager.

To remedy concerns that appear to have been ignored or unresolved after initial reporting, utilize this formal procedure to report concerns. This procedure is used for a timely, thorough and objective investigation of the following concerns:

_____ Inappropriate Behavior by Employees/Volunteers;

_____ Inappropriate Behavior by Members/Participants;

_____ Retaliation; and/or;

_____ Whistleblower complaints.

Written Complaint Required for Formal Process

Verbal concerns are encouraged, particularly regarding issues that may be easily resolved, but a written complaint is required to initiate this grievance process.

To ensure a timely and effective response, concerns should include the following information to the extent possible:

- 1) The name(s) of individual(s) involved;
- 2) The date, time, and location where the behavior occurred
- 3) The name(s) of any known witness(es)
- 4) A summary of the conduct meriting the concern including:
 - a. The behavior complained of and/or the alleged policy or legal violation(s);
 - b. Direct quotes when relevant and available; and
 - c. Any relevant documentation
- 5) The remedy sought by the employee making the concern.

Timeline

Members and/or program participants who themselves have a complaint or who are aware of behavior meriting complaint, must provide the above described written complaint via email to concerns@athensmcminnymca.org with 7-10 business days. The CEO/Executive Director will meet with the member and/or program participant to hear their concern and attempt to resolve the complaint within 10-15 days business days.

Following that meeting, the CEO/Executive Director or Business & Finance Manager will provide a brief written response to the member and/or program participant who brought the complaint no later than 10-15 business days that includes brief written finding on issues and relief sought.

If the member and/or program participant is not satisfied with the written response, the individual who brought the complaint may submit an appeal to the Board of Directors no later than 10-15 business days after receipt of the written response. The Chief Volunteer Officer (Board President), will meet with the member and/or program participant to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following the meeting, the Chief Volunteer Officer will provide a written response to the member and/or program participant who brought the complaint no later than 10-15 business days that includes brief written findings on the issue raised and relief sought.

The Chief Volunteer Officer is the final arbitrator of grievance matters at this organization.

Investigation

The Chief Volunteer Officer, Business & Finance Manager and/or the Chief Volunteer Officer will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation.

If the YMCA determines a violation of policy or law has occurred the organization will take appropriate action, up to and including termination and notification of external authorities.

Retaliation

The YMCA strictly prohibits retaliation against members and/or program participants for reporting, filing, testifying, assisting, or participation in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Consumers and/or parents/guardians should report any suspected retaliation to the CEO/Executive Director or Business & Finance Manager.

Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the individual(s) responsible. This organization will not retaliate against any consumer or parent/guardian for raising a concern and will not knowingly permit retaliation by management or other employees.

Publication and Communication to Participants and Parents/Guardians

The Grievance Policy must be shared with all members and program participants annually and must be included in any organization handbook or manual. Any changes to this policy will be communicated in writing to the consumer and parent/guardian via the email on file.

Confidentiality Policy

The Athens-McMinn Family YMCA will protect the confidentiality of anyone who reports allegations or disclosure of abuse, or other violations of law or policy to the extent possible under the law. Legal and civil authorities may require confidential information to investigate any report of illegal conduct, but this does not eliminate the requirement to maintain confidentiality within our organization and employees, volunteers and consumers.

Parents/Guardians and Participants Concerns Report

Individual Filing Concern _____

Role (i.e. Member, Participant, Parent/Guardian)_____

Date of occurrence_____ Time of occurrence_____

Other Individuals Involved/Witnesses to Complaint_____

Type of Concern (select all that apply)

___Inappropriate Behavior by Employee/Volunteers:

___Inappropriate Behavior by Member or Participant;

___Retaliation; and/or;

___Whistleblower complaints.

Describe the situation: What happened, where it happened, when it happened, who was involved, who was present, who was notified? If suspected abuse, was it reported to the State?

Has this situation ever occurred previously?_____

Describe the remedy you seek. Please list all remedies sought because of this concern. What would you like to see happen to solve this issue?

Submitted by:_____ Telephone Number:_____

Signature_____ Date:_____

Reviewed by:_____



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