

## **Grievance Procedure**

### **Section I: PURPOSE**

The intent of this Grievance Policy is to encourage and protect the integrity and openness of the Neighborhood Action Plan (NAP) development and implementation process. The intent of this Grievance Procedure is to safeguard open process, not to provide a forum for complaints about losing fair votes.

### **Section II: REQUIREMENTS OF CONTRACTED NEIGHBORHOOD ORGANIZATIONS**

Each neighborhood organization contracting with the NRP for development or implementation of a Neighborhood Action Plan shall include a Grievance Procedure as part of its Participation Agreement. Organizations with current Participation Agreements shall be notified of the NRP Grievance Procedure and offered examples of existing and acceptable Grievance Procedures by the NRP office. A contracted organization shall have 90 days to adopt, as an amendment to its Participation Agreement, a Grievance Procedure, which complies with this policy. To be acceptable, each grievance procedure shall include: 1) The specific progressive steps and timeline to be used to resolve the grievance, 2) Methods of publicly sharing the approved Grievance Procedure with the residents of the community and members of the neighborhood organization, 3) Progressive steps that would end at the neighborhood level with third party participation, through a lottery of neighborhood volunteers, mediation by a neutral outside party, and/or arbitration, 4) The opportunity to submit a written appeal to the NRP Policy Board after neighborhood steps have been tried to no avail, and 5) Ground Rules for meetings that encourage respectful behaviors, even in disagreement.

### **Section III: CRITERIA FOR FILING A GRIEVANCE**

A person or group may file a grievance with the NRP Policy Board concerning the NRP process in a neighborhood if all of the following criteria are met.

- 1) The grievance concerns the process the contracted neighborhood organization has used as it develops a Neighborhood Action Plan.
  - a) Any challenge of a contracted neighborhood organization's status as the contracted organization shall be referred to the ~~MCDA~~ [Citizen Participation Department Minneapolis Neighborhood and Community Relations \(NCR\) Department](#) for resolution through its Grievance Procedures. A copy of the findings and decision of that procedure will be reported to the Policy Board for their information.
- 2) The person or group filing the grievance is eligible for participation in the development of the NAP or otherwise directly affected by the actions resulting from the organization's NRP process.

- 3) The person or group has first brought the issue to the attention of the neighborhood group and exhausted remedies available through their Grievance Procedures.
- 4) ~~The person filing the grievance agrees to follow these grievance procedures and accept the decision of the Policy Board Implementation Committee.~~

#### **Section IV: GRIEVANCE PROCEDURES**

The following steps will be followed to process a grievance.

- 1) A person or organization with a grievance shall submit the grievance in writing, with supporting documentation, to the NRP Policy Board Chair.
- 2) Upon receipt of the grievance, the person(s) filing the grievance will be provided a copy of this Grievance Procedure by the Chair, who shall notify the members and alternates of the NRP Policy Board that a grievance has been filed.
- 3) The grievance shall be referred to the next regular meeting of the Implementation Committee which shall appoint three of its members to serve as the Grievance Task Force from a pool of those who are willing and able to serve. This Task Force shall include at least one neighborhood representative or alternate. Each grievance shall have a newly established Task Force. The Grievance Task Force shall meet as often as necessary to investigate and assess the facts of the complaint, provide recommendations for corrective action if needed, and report to the Implementation Committee within 60 days of their formation.
- 4) The Implementation Committee shall adopt, modify or reject the recommendations of the Grievance Task Force.

#### **~~Section V: PERSONNEL~~**

~~The following process applies to grievances against staff of NRP.~~

- 1) ~~A grievance regarding any staff with the exception of the Executive Director shall be referred to the Executive Director, who will resolve the grievance in accordance with current NRP Personnel Policies.~~
- 2) ~~A grievance regarding the Executive Director shall be referred to the Policy Board. The Policy Board will have the option to refer the complaint to the Implementation Committee.~~