



## **COLUMBIA BANDS, INC. GRIEVANCE PROCEDURE FOR MEMBERS**

The Columbia Bands, Inc. (CBI) Grievance Policy applies to all involved with CBI including Members, volunteers, Directors, and independent contractors (collectively called Members).

### **1. Introduction**

Columbia Bands, Inc. aims to create a musical environment where Members feel valued and safe. We also recognize that there may be occasions when Members have concerns and this grievance procedure enables individual Members to raise grievances more formally. The procedure provides an open and fair way for Members to enable quick resolutions before grievances escalate.

**Timely:** After filing a grievance report, you should expect to hear back from your recipient within a week (7 days) to schedule the initial meeting.

**Unbiased:** We will attempt to deal with the situation as objectively as possible.

**Confidential:** We will do our best to ensure that information about your grievance is shared only with relevant parties and the Board of Directors.

**Consistent:** Having a grievance procedure ensures that all official grievance reports will be dealt with in the same manner, regardless of the parties involved. This prevents *ad hoc* decision-making and gives Members confidence that they are being treated in the same manner as all other Members.

If you feel that anyone in a particular situation is at risk of physical harm or there is criminal behavior involved, please seek help from the Howard County Police Department at 410-313-2200 or, if you reside outside Howard County, your local police department.

### **Informal Discussions**

We encourage you to resolve an issue by talking directly with the other party/parties informally, if possible. You may find it useful to enlist the assistance of a third party (your section leader, music director, or ensemble manager) to help informally mediate discussion. We hope that the majority of concerns will be resolved at this stage. If your attempt at informal resolution fails, please proceed to formal procedures.

### **2. Formal Procedure**

Members have the right to file or withdraw their formal grievance at any time. The Board of Directors will do everything possible to ensure that filing a grievance has no negative impact on the Membership of the person submitting the grievance.

#### **Stage 1**

If a Member feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to the President of the Board of Directors. If the complaint involves the President, then the volunteer should address their concern to the Vice-President or any other Board member they are comfortable approaching.

A meeting will be held between the volunteer and the President of the Board (or other Board Member) to discuss the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. The member has a right to be accompanied to the meeting.

## **Stage 2**

Following the meeting, the President (or other Board Member) will give a written response within five working days outlining how the complaint(s) will be addressed. If the complaint requires further investigation, the President (or other Board Member) will carry out further meetings or investigations which will likely extend the five working days limit. The response will follow this meeting and include a reference to the Right of Appeal.

## **4. Right of Appeal**

If the member wishes to appeal any grievance decision, they must appeal in writing within five working days of the decision being communicated to them by the President of the Board. The President will convene an Appeals Committee composed of Members of the Board of Directors to hear the appeal and the member will be invited to a meeting with the Appeals Committee. The member will have the right to be accompanied to the appeal meeting.

The Appeals Committee's decision will be final.