

# Grievance Policy

## DEFINITIONS

1. Grievance - A complaint from any individual within Cultural Festivals (i.e. volunteer) which:
  1. Sets forth the allegation that there has been a violation of any policy, accepted practices, or state or federal law.
  2. Specifically identifies the policy, practice, or statute violated.
2. Grievant - Any individual or group of individuals aggrieved by a decision or condition falling under policy, accepted practices, or state or federal law.

## PROCEDURE

1. Step I:
  1. Any individual alleging a grievance is encouraged to resolve the problem, if possible, through an informal discussion with the person or persons suspected of violation.
    1. Volunteer(s) should discuss concerns first with directly involved parties.
  2. When individuals hear complaints or receive formal grievances, they should first make sure that grievants or potential grievants have first attempted in good faith to resolve problems with directly involved persons.
2. Step II:
  1. In the event that the informal discussion with directly involved parties does not resolve the issue, grievant shall file a formal written grievance form with the Cultural Festivals Executive Director. Grievance Forms are available on the website [www.2vol.com](http://www.2vol.com) or from the Cultural Festivals office, 7818 Forsyth Blvd., ste. 210, Clayton, MO 63105.
    1. The grievance must be filed within fifteen working days of the date the grievant knew, or should have known, of the circumstances which precipitated the grievance.
    2. The Cultural Festivals Executive Director will respond in writing, within five (5) working days following receipt of the grievance.
3. Step III:
  1. If the response (decision) at Step II does not resolve the problem, the Executive Director shall forward the grievance to the Chairman of the Board to initiate Step III.
  2. The Chairman of the Board shall investigate the complaint with the parties concerned in the grievance.
  3. At the conclusion of the investigation, the Chairman of the Board shall render a decision and issue a written report setting forth the findings and recommendations for the resolution of the grievance.
  4. The grievance shall be considered resolved if the grievant and Cultural Festivals accept the recommendations of the Chairman of the Board.

## MISCELLANEOUS PROVISIONS

1. No person shall suffer recrimination or discrimination because of participation in this grievance procedure.
2. Confidentiality will be observed pending resolution of the grievance.
3. Records of all grievances will be maintained by a designated office staff member. The records will be kept in a separate and confidential file. Information regarding grievances will be classified as private.