

Grievance Policy & Procedures

for
The Midtown Alliance of Neighbors

Purpose

The following Client Grievance Procedure is available to anyone who believes that he or she has been treated unfairly or inappropriately by the Midtown Alliance of Neighbors.

Distribution of Policy

- a) A copy of this policy shall be provided to any person who requests one.
- b) Staff members will have the responsibility of informing clients or others of the grievance procedures when asked or when a client's or other party's statements indicate they desire to report a grievance.

Grievance Procedure

- a) The client or other party should seek to resolve any disagreement or dispute with the person involved, whether staff or others associated with the organization.
- b) If the issue is not resolved, the Executive Director of the Midtown Alliance of Neighbors will schedule a meeting with the person filing the grievance. The Executive Director will gather all information from the parties involved and seek to resolve the situation in a timely manner.
- c) If the above fails, the person filing the grievance will be directed to an independent hearing officer who will review the information and interview the aggrieved party. The independent hearing officer will issue a written statement summarizing his or her findings, including pertinent facts and his or her judgment about the grievance.
- d) If necessary, the statement of the independent hearing officer will be presented to the Board of Directors of the Midtown Alliance of Neighbors who will review all information documented by the parties involved to reach a decision on the grievance. The decision of the Midtown Alliance of Neighbors' Board of Directors will be the organization's final decision on the grievance.
- e) If still dissatisfied, the client or other party may file a grievance for negotiation with an appropriate agency outside of the Midtown Alliance of Neighbors. Depending on the nature of the grievance, that may include the Paducah Human Rights Commission, the Kentucky Human Rights Commission, or the EEOC.

Contact Person

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