

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

The Itasca County Family YMCA believes consumers, youth, and parents/guardians have valuable thoughts and insights to share regarding our operations. Accordingly, the Y encourages consumers, youth, and parents/guardians to share opinions, suggestions, concerns, and questions 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. However, to the extent the concerns relate to that director or to the extent a participant or parent/guardian believes the director did not fully address a matter, you may direct their opinions, suggestions, concerns, and questions to the next level of management or directly to the Chief Executive Officer.

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 for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate the formal 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**

Participants or parents/guardians who themselves have a concern or who are aware of behavior meriting complaint, must provide the written concern via email to the director of the program within 5 business days. The director will meet with the participant or parent/guardian to hear their concern and attempt to resolve the complaint within 5 days business days.

Following that meeting, the director will provide a brief written response; the individual who brought the concern may submit and appeal to the CEO. The CEO will provide a written response

to the participant or parent/guardian who brought the concern and attempt to resolve the complaint within 10 business days.

If the participant or parent/guardian is not satisfied with the written response, the individual who brought the concern may submit an appeal to the Executive Committee of the Board of Directors within 10 business days. The Board will hear and decide the appeal within 30 business days.

Following the meeting, the Board will provide a written response to the participant or parent/guardian who brought the concern within 15 business days that includes brief written findings on the issue raised and relief sought.

The Board is the final arbitrator of reported concerns at the Itasca County Family YMCA.

### **Investigation**

The leadership staff & Board of Directors will thoroughly investigate the issues raised in the concern and will protect the privacy and confidentiality of all parties involved to the extent possible by law. This review may include interviews, as well as review of security footage if available. All parties must cooperate with the investigation.

If the organization 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 Itasca County Family YMCA strictly prohibits retaliation against participants and/or parents/guardians 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. Participants and/or Parents/guardians should report any suspected retaliation to the director of the program immediately after becoming aware of it. 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**

This procedure for Participants and Parents/Guardians to Report Concerns must be shared with all participants and parents/guardians 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 email on file.

### **Confidentiality Policy**

The Itasca County 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?

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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?

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Submitted by:\_\_\_\_\_ Telephone Number:\_\_\_\_\_

Signature\_\_\_\_\_ Date:\_\_\_\_\_

Reviewed by:\_\_\_\_\_



ITASCA COUNTY FAMILY YMCA  
400 River Road  
Grand Rapids, MN 55744