

# NHFOA GRIEVANCE PROCEDURE

## **Introduction**

The aim of this Grievance Procedure is to settle grievances or complaints fairly and quickly. Every effort will be made to resolve the issue at the earliest possible stage.

## **The Procedure**

The member must detail in writing within thirty days of the event the specific circumstance, which forms the basis of the grievance, with dates, times, witnesses, etc. The member must present facts and avoid insulting, abusive or accusatory language.

If the grievance is against the Chair of the Disciplinary and Grievance Committee, the matter should be raised with the Chair of the Council. If the grievance is against the Chair of the Council, the matter should be raised with the NHFOA President-Elect. Whoever deals with the grievance at the meeting will be excluded from hearing any appeal.

## **Grievance Meeting**

The Chair of the Disciplinary and Grievance Committee (or Chair of the Council or NHFOA President-Elect as appropriate) will:

1. Invite the member to attend a meeting to discuss the matter.
2. Introduce the meeting, orally state the basis of the member's grievance
3. Ask the member if the grievance basis stated is correct.
4. Require the member to provide clarification regarding details of the grievance if unclear.

The member will be given the opportunity to present her/his case and state the remedy he/she would like to resolve the grievance. The member may call witnesses and refer to any documents previously provided to the Chair of the Disciplinary and Grievance Committee (or Chair of the Council or NHFOA President-Elect as appropriate).

The Chair of the Disciplinary and Grievance Committee (or Chair of the Council or NHFOA President-Elect as appropriate) may question the member and any of the member's witnesses.

The meeting may be adjourned by the Chair of the Disciplinary and Grievance Committee (or Chair of the Council or NHFOA President-Elect as appropriate) if it is considered necessary to seek additional information. The meeting will be reconvened as soon as possible.

Having considered the grievance, the Chair of the Disciplinary and Grievance Committee (or Chair of the Council or NHFOA President-Elect as appropriate) will give her/his decision regarding the grievance in writing to the member within thirty calendar days. If appropriate, the decision will set out what action the Council should take to resolve the grievance or if the grievance is not supported, will explain the reasons. This will also include notifying the member of her/his right of appeal and the procedure to be followed.

### **Appeal**

The member may refer the matter, in writing, to the Chair of the Council or NHFOA President-Elect as appropriate. If the NHFOA President-Elect was involved in the earlier stage of the grievance, the matter should be referred to the NHFOA President.

The member wishing to appeal the grievance decision, must do so in writing within thirty calendar days of receiving written notification of the grievance decision, stating his/her reasons for the appeal. Any documents submitted in support of the appeal must be attached.

The Chair of the Council, NHFOA President-Elect or NHFOA President as appropriate will arrange for the appeal meeting. The appeal meeting should be held without unavoidable delay. The Chair of the Council, NHFOA Vice President Elect or NHFOA President as appropriate will select at least three members of the Council to serve with him/her as an Appeal Panel.

The Chair of the Council, NHFOA President-Elect or NHFOA President as appropriate if it is considered necessary to seek additional information may adjourn the meeting. The meeting will be reconvened as soon as possible.

The decision of the Appeal Panel shall be final.