

# Nebraska Mediation Center



## Nebraska Mediation Center Grievance Policy

### 1. Purpose

The purpose of this policy is to provide a clear and transparent process for addressing grievances raised by clients, volunteers, staff, and other stakeholders of the Nebraska Mediation Center. This policy aims to ensure that all grievances are handled fairly, promptly, and confidentially.

### 2. Scope

This policy applies to all clients, volunteers, staff, and other stakeholders of the Nebraska Mediation Center.

### 3. Definition of Grievance

A grievance is any concern, complaint, or issue raised by an individual regarding the services, operations, or conduct of the Nebraska Mediation Center, its staff, or volunteers.

### 4. Grievance Procedure

#### Step 1: Informal Resolution

- Individuals are encouraged to resolve grievances informally by discussing the issue directly with the person(s) involved.
- If the grievance is not resolved informally, the individual may proceed to the formal grievance process.

#### Step 2: Formal Grievance Submission

- The grievance must be submitted in writing to the Executive Director or designated staff member.
- The written grievance should include:
  - The name and contact information of the individual raising the grievance.
  - A detailed description of the grievance, including relevant dates, times, and names of those involved.
  - Any supporting documentation or evidence.

#### Step 3: Acknowledgment and Investigation

- The Executive Director or designee will acknowledge receipt of the grievance within three (3) business days.
- An investigation will be conducted, which may include interviews with the individual raising the grievance, the person(s) involved, and any witnesses.

- The investigation will be completed within ten (10) business days of receipt of the grievance.

**Step 4: Resolution and Communication**

- The Executive Director will provide a written response to the individual raising the grievance, outlining the findings of the investigation and any actions to be taken.
- If the individual is not satisfied with the resolution, they may appeal the decision to the Nebraska Mediation Center's Board of Directors.

**Step 5: Appeal Process**

- The appeal must be submitted in writing within ten (10) business days of receiving the resolution.
- The Nebraska Mediation Center's Board of Directors will review the appeal and provide a final decision within ten (10) business days.

**5. Confidentiality**

All grievances will be handled with the utmost confidentiality. Information will only be shared with those directly involved in the investigation and resolution process.

**6. Non-Retaliation**

The Nebraska Mediation Center prohibits retaliation against any individual who raises a grievance in good faith. Any form of retaliation will be subject to disciplinary action.