

SEAHO Grievance Policy

Purpose

The purpose of this policy is to provide a mechanism that allows members of the SEAHO region to bring forth incidents of concern. This policy will create a procedure for investigating any allegations and will assist in creating a culture of accountability.

Policy Summary

This policy represents proper steps and expected procedure and communication when dealing with alleged grievances through resolution and records requirements.

Policy and Procedure

During times where instances or actions of question involve members of SEAHO, members have the ability to bring such matters forward, in confidence, as outlined in this policy, with the expectation of receiving a response of intended resolution for these types of situations. This policy provides for a timely response, defined as within 60 days from the time the written grievance is received. Grievances may be brought forward by any member with SEAHO. Draft analyses, discovery documents, charts, letters, memoranda, or other written materials (including those in electronic form) related to grievances must be handled with extreme care and in a confidential manner. These materials should be kept in a secure location and distributed only to intended recipients. These materials should never be disclosed to anyone outside the organization unless that person has some specific business purpose in the case. Destruction of written or electronic documents related to potential or actual litigation is strictly prohibited. Disclosure of outcomes, other than to the involved parties will be conducted in confidence (i.e., on a “need to know” basis).

It is prudent that all parties involved keep the matter confidential and allow the process to determine an appropriate resolution. The Presidential trio or assembled committee will solely have the authority to carry out resolutions to grievances.

Any matters potentially involving a grievance should be handled as follows:

1. A written, detailed grievance should be directed to the Presidential trio which includes the SEAHO President (president@seaho.org), Past-president (pastpresident@seaho.org), and President-elect (presidenclect@seaho.org).
2. Should the individual(s) filing the grievance feel uncomfortable filing their grievance with one or more of the members of the Presidential trio, the individual may omit that/those individual(s) of the Presidential trio from their filing. In the event that they are uncomfortable filing with any member of the Presidential trio, they may substitute

the Sage (sage@seaho.org) who will convene a committee from members of the executive board.

3. The grievance initiator will be notified of receipt by a SEAHO representative to include a member of the Presidential trio or potentially the SEAHO Sage in case of discomfort with one or more members of the Presidential trio.
4. An investigation into all grievances will be initiated within 15 days of receipt.
5. A response to grievances will be issued within 60 days of receipt. In the event that this time frame is not deemed sufficient, all parties will be notified in writing.
6. Grievances will be reviewed and evaluated by the Presidential trio or designated committee. Investigation may require additional information from parties involved before a resolution can be finalized. Should additional information be requested and not provided, the Presidential trio or others assigned to investigate allegations may choose to dismiss the grievance. In the event that the one or more of the Presidential trio members are excluded from participating, a committee shall be formed to investigate the grievance. This committee will consist of other members of the SEAHO executive board to include the SEAHO Sage.
7. Once the investigative team has formalized and approved a resolution, necessary action will be initiated with all involved parties being notified of the investigation's findings and approved action in writing.
8. All grievance(s) deliberations will remain confidential. Any documents gathered or produced during the investigation will remain confidential. Only the final outcome may be disclosed.