**GRIEVANCE POLICY & PROCEDURES**

First off, if you are filling out this form, it must mean that we have failed in some way to hear you, see you, or treat you in a manner that feels right to you. We are very sorry for causing you any stress or pain. It’s not a fun process to get to the point of formally stating a grievance, and yet we want to hear your honest and constructive thoughts and feelings.

We are committed to showing you that we take your grievances seriously and that we will respond in a timeline manner. All information about your grievance will be held in strict confidence by the key reviewers. Information about who will review your grievance is outlined below.

*Please read this entire document before submitting a grievance form.*

**Why do we need this policy and process?**
Life doesn’t always work the way we want it to. Relationships of any kind - between people and between people and organizations - are difficult. Conflicts and disagreements are bound to happen. And unfortunately, we sometimes cause unintended harm or negative experiences for others.

This process policy and process is to provide you, Survivor Alliance members, with a transparent and empathetic process to express serious concerns about anything that has occurred under the umbrella of Survivor Alliance’s work. Here are some examples of what is and is not covered under this policy.

**Covered by policy**
- You felt that you were wrongly treated by a staff person or another member at a workshop.
- Another member posted something offensive to you on our public forum. You requested that staff remove the post. The post was not removed promptly
- You experienced abuse or discrimination from another member or from staff during a Survivor Alliance program or event.
- You experience violence and/or discrimination from Survivor Alliance staff, members, and/or partners.

**Not covered by policy**
- You become friends with another Survivor Alliance member in your personal time. You are talking to them on the phone about life and they say something offensive to you. What they said on the phone is something that you know Survivor Alliance wouldn’t allow on our public forum. We would not get involved because this was a situation between personal friends.
What will happen to me if I submit a grievance?
We hope that you will feel heard and that we can come to a resolution and shared understanding about the situation. We will not retaliate or revoke your membership if you submit a grievance in good faith.

However, if you are raising a grievance about actions where Survivor Alliance has attempted to hold you accountable to our Membership Manifesto, the end result of the grievance process may still involve revoking your membership.

What happens after I submit a completed grievance form?
1. At least two members of the leadership team will read and review the form within 3 business days.

2. We will contact you via email to set up a time in the next 5 working days to discuss the information you have shared and to learn more about the situation. We will delay this discussion if and only if you are unable to find time to speak within those 5 days. We will write up the main points from the phone call, and email them to you to confirm your agreement with them.

3. The Survivor Alliance leaders who are working with you will re-group and discuss next steps. Within 3 days from the phone call, Survivor Alliance will provide to you, in writing via email, with our recommendations for moving forward. You will have one full week, 7 days, to consider our recommendations and respond via email. You may also request additional time to consider our recommendations, request to amend or change the recommendations, and/or request time to discuss the recommendation via phone. We will schedule that phone call within 5 days of your request. Again, we will write up the main points of the phone call and email them to you for your agreement. Our recommendation may include hiring a mediator (that we will pay for).

4. If we are unable to resolve the situation with a mediator, we will request consultation with the Survivor Alliance Board of Directors. The Board of Directors will create a temporary committee to review the grievance process and documentation and to make a final decision on how to resolve the grievance.

5. We will document any resolutions and ask every party in agreement to sign. If there is not full agreement, this, too, will be documented.

6. We will keep a copy of all grievance related documents on file for at least 3 years.

Where do I submit my form and who will review it?
Issue with SA staff: Minh Dang [minh@survivoralliance.org]
Issue with Exec. Director: Hannah-Rose Murray [hannahrose@survivoralliance.org]
Issue with a Board Member: Minh Dang [minh@survivoralliance.org]
Issue with another SA member: Maria Lozano [maria@survivoralliance.org]
GRIEVANCE FORM
Today’s Date: __________________
Your Name: ____________________
Email: _________________________

There is no page limit for this form. Please write as much as you need.

In what Survivor Alliance setting did this occur? (e.g. Online forum, workshop, phone call with another member)

Please describe the situation in as much detail as you are willing to share. Please include:
- What has led you to file this grievance form
- If you tried to resolve the concern directly, what happened? If you did not, are there any reasons we should know about, such as feeling afraid of the person?
- Names of people who were involved and/or who were present

What upset you the most about this situation?

When did this occur? On what date, or over what time period?

In an ideal world, what would you like for Survivor Alliance to do? (We can’t guarantee this will happen, but we want to know.)

Date SA Received: __________________
Reviewed By: ________________ on date: __________ (Must be 3 days after receipt)
Meeting Date Scheduled for: ______________ (Must be within 8 business days of initial receipt)