

Staff Report

Agenda Item: 5a

Title: **Grievance Committee**

Action Discussion Informational

Date: May 24, 2016

Prepared By: **Howard Blin**

Attachments:

Requested Action

Accept the report of the Grievance Committee

Background

A grievance that was brought against the Lowry Hill East Neighborhood Association. It was subsequently appealed to the NCR Department. The decision of the NCR Director was then appealed to the NCEC. The Community Participation Program establishes the following process for grievances against neighborhood organizations:

A grievance against a neighborhood organization may be filed with the City if the following conditions are met:

The grievance is within the jurisdiction of the City's community participation contract with the neighborhood organization;

The grievance is regarding the process used by the neighborhood organization (but not about decisions or outcomes), or the grievance is regarding the management or use of Community Participation Program funds in a manner that is inconsistent with the program's standards and expectations (see Section II.B Standards and Expectations above);

The person filing the grievance is a member of, or eligible for membership in, the organization, or is otherwise directly affected by the actions of the organization;

For reasonable accommodations or alternative formats please contact the Neighborhood and Community Relations Department at 612-673-3737. People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users call 612-673-2157 or 612-673-2626.

Para asistencia 612-673-2700 - Rau kev pab 612-673-2800 - Hadio aad Caawimaad u baahantahay 612-673-3500.

The person filing the grievance has formally brought the issue to the attention of the neighborhood organization in a timely manner and the grievance has been addressed through the neighborhood organization's grievance procedure, or if the neighborhood organization has failed to respond to the grievance in a timely manner as addressed in the neighborhood organization's bylaws (but not to exceed 120 days); and

A grievance must be submitted in writing to the NCR Department. Upon receipt of the grievance, NCR will undertake an investigation of the complaint and prepare a report of its findings for the NCR Director, and will report the grievance to the NCEC at its next meeting. The NCR Director will issue a formal response to the grievance within 45 days of its initial receipt. This response will include the findings of the investigation and a proposed resolution to the grievance.

If the person filing the grievance or the affected neighborhood organization is unsatisfied with the Director's findings or resolution, they may appeal the matter to the NCEC within thirty days of the official response. The NCEC will convene a grievance committee to review the grievance. The decision of this grievance committee will be final and will be reported to the full NCEC.

In March the NCEC formed a Grievance Committee to consider the appeal. On May 11th the Committee met and heard from with the parties to the grievance. The Committee will present a report on their findings related to the grievance appeal at the May 24th meeting. The action for the NCEC will be to accept the report.