

Columbia Park Neighborhood Association (CPNA)

Member Grievance Policy

I. Purpose

This policy's purpose is to provide a process for the good faith review of member complaints, promoting the resolution of disputes, and protecting the integrity and openness of the Columbia Park Neighborhood Association (the "CPNA") community.

Conflict, while often avoided, is not necessarily bad. In fact, conflict can encourage diversity of viewpoints, provide valuable feedback, or clear a path for change, when needed.

This policy is intended to create a neutral process. It is not intended to become a vehicle for obstructing the CPNA's process or mission work. CPNA will take steps to prevent this policy from being used to harass or intimidate any person, group, or agency.

II. Eligibility

This policy covers grievances of the voting members of the organization. A voting member is any individual who is at least 18 years old and is:

- 1.** A resident in the neighborhood; or,
- 2.** An owner or business lessee of real estate property in the neighborhood; or,
- 3.** The designated representative of a nonprofit, educational organization in the neighborhood.

It does not apply to personnel (i.e., employees, board members, or independent contractors). Personnel grievances are governed by personnel policies. This policy does not create any legal rights for any person(s). The general public may submit comments through the CPNA's regular communication channels and online contact form at any time.

III. Process

A person eligible for membership in CPNA or directly affected by a decision made, or action taken, by the CPNA may file a formal grievance if they believe the decision-making process followed by CPNA violated the bylaws or City standards. Other forms of conflict resolution are encouraged prior to submitting a grievance. All parties should attempt to resolve disputes through the dialogue or formal mediation whenever possible. In the event such efforts are not successful, the process for filing a grievance is as follows:

1. A grievance shall be submitted by email to admin@columbiaparkneighborhood.org or in writing delivered to the CPNA office or its President. The written grievance shall include:
 - Name, address, email address and phone number of the grievant(s).
 - Nature of the concern (be specific).
 - Specific actions taken, or process used, by CPNA that the grievant(s) believes created the problem; and,
 - Actions that the grievant(s) believes CPNA should take to remedy the issue.
2. Upon receipt of a grievance, the CPNA President shall appoint a three-member grievance panel. All members of the grievance panel shall be CPNA Board Members. The President shall appoint this panel within five working days of receipt of the grievance.
3. The grievance panel shall meet to discuss the grievance. The panel may request additional information of the grievant or the CPNA Board or staff. The panel will develop a written report and recommendations within thirty days.
4. The grievance panel's report shall be considered and voted on by the CPNA Board at its next meeting after receipt of the report. The Board may accept all, part or none of the grievance panel's recommendations and determine future actions. The Board's decisions and the grievance panel's report shall be delivered to the grievant(s) within five days of the Board meeting.

Approved by the Board of Directors on 11/2024