

A. GRIEVANCE POLICY (FOR CLIENTS, STAFF, AND VOLUNTEERS)

A.1. CLIENTS:

INDIVIDUAL SERVICE RECIPIENT GRIEVANCE PROCEDURE

(ACKNOWLEDGEMENT OF RECEIPT)

FORGE is committed to providing individuals with quality service. If you are not satisfied with the services provided, or if you wish to make a complaint, FORGE has established the following procedures:

- An individual who is unsatisfied or has a complaint should communicate with the staff person involved to attempt to resolve the matter, providing specific information about the issue.
- If it is not possible to resolve the issue directly with the staff member involved, or if the issue is not resolved, an individual should communicate with FORGE's Executive Director, michael munson, to attempt to resolve the matter.

Your communication may be made in person, in writing, or by phone.

Executive Director: michael munson
Email: tgwarrior@forge-forward.org
Phone: (414) 559-2123
U.S. Mail: P.O. Box 1272, Milwaukee, WI 53201

The Executive Director will respond within 10 business days. The Executive Director may request a meeting with you and may also seek additional information from any staff person(s) involved.

- If you are not satisfied with the response you receive from the Executive Director, please contact the Board of Directors Chair of FORGE to attempt to resolve the matter.

Your communication may be made in writing and sent to the President of the Board of Directors:

Board of Directors Chair: Trystan Cotten, Ph.D.

The President of the Board will provide FORGE’s final response to you within 15 business days. The President of the Board may request a meeting with you and may also seek additional information from any staff person(s) involved.

If you believe you have been treated differently because of race, color, national origin, religion, sexual orientation, gender identity, gender expression, disability or age, you may file a discrimination complaint with the following agencies:

Wisconsin Department of
Justice
Office of Crime Victim
Services
P.O. Box 7951
Madison, WI 53707-7951

Wisconsin Department of
Justice
Contract Compliance
Officer
P.O. Box 7857
Madison, WI 53707-7857

Office for Civil Rights
Office of Justice Programs
U.S. Department of Justice
810 7th Street, NW
Washington, DC 20531

I acknowledge that I have received and read a written copy of this policy, and that I fully understand the terms of this policy and I agree to abide by these terms.

Individual Service Recipient Signature

Date

Printed Name

A.2: STAFF & VOLUNTEERS

EMPLOYEE & VOLUNTEER GRIEVANCE PROCEDURE

(ACKNOWLEDGEMENT OF RECEIPT)

PURPOSE

FORGE recognizes that there are times when the need arises for employees and volunteers to express concerns or complaints in a formal manner. The following procedures will ensure that FORGE employees and volunteers receive a fair and unbiased review of workplace concerns.

PROCEDURES

Step 1: Informal discussion with supervisor

Employee/volunteer concerns should first be discussed with the immediate supervisor. Many concerns can be resolved informally when an employee/volunteer and supervisor take time to review the concern and discuss options to address the issue.

Step 2: Written complaint to supervisor

If the employee/volunteer is not satisfied with the results of Step 1, they may submit a written complaint within five business days to the immediate supervisor, to include:

- The nature of the grievance;
- Detailed information including evidence of the issue, witnesses, related policies, etc; and
- The remedy or outcome desired.

The immediate supervisor will respond within 5 business days in writing.

NOTE: “This grievance policy and procedures apply to all workplace complaints, including employee or volunteer complaints of unlawful discrimination, harassment, or retaliation.

Step 3: Written complaint to Executive Director

If the employee/volunteer is not satisfied with the results of Step 2, they may submit a written complaint to the Executive Director, to include:

- An explanation of the grievance and details of all previous efforts to resolve the issue;
- A copy of the written complaint submitted to the immediate supervisor;
- A copy of the immediate supervisor’s written response to the complaint; and
- Detailed information regarding the employee/volunteer’s dissatisfaction with the immediate supervisor’s response.

The Executive Director will respond with 10 business days in writing. The Executive Director may consult with the employee/volunteer’s immediate supervisor and any other relevant parties to evaluate the grievance and provide a written response to the employee/volunteer.

Step 4: Written complaint to Board of Directors Chair

If the employee/volunteer is not satisfied with the results of Step 3, they may submit a written complaint to the Board of Directors Chair, to include:

- An explanation of the grievance and details of all previous efforts to resolve the issue;
- A copy of the written complaint submitted to the immediate supervisor;
- A copy of the immediate supervisor’s written response to the complaint;
- A copy of the written complaint submitted to the Executive Director;
- A copy of the Executive Director’s written response to the complaint;
- Detailed information regarding the employee/volunteer’s dissatisfaction with the Executive Director’s response.

The Board of Directors Chair will respond with 15 business days in writing. The Board of Directors Chair may consult with the Executive Director, the employee/volunteer’s immediate supervisor, and any other relevant parties to evaluate the grievance and provide a written response to the employee/volunteer.

The outcome of the review by the Board of Directors Chair will be final unless new evidence or other circumstances warrant additional review of the grievance.

RECORDKEEPING

FORGE’s Executive Director will maintain records of any grievance process confidentially and securely.

I acknowledge that I have received and read a written copy of this policy, that I fully understand the terms of this policy, that I agree to abide by these terms, and that I am willing to accept the consequences of failing to follow the policy.

Employee/Volunteer Signature

Date

Printed Name

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