

**Rio Grande Watershed Conservation & Education Initiative  
A 501©3 Non Profit Organization**

**GRIEVANCE POLICY**

**As adapted from the Rio Grande Watershed Conservation & Education Initiative's Policies & Procedures**

RGWCEI has established a grievance procedure which is available to any employee or participant in RGWCEI programs for the resolution of complaints, disputes, or concerns regarding the interpretation or application of RGWCEI policies. Any such dispute, complaint, or concern may be raised as a grievance pursuant to the grievance procedure. Should a non-English speaker wish to file a grievance, RGWCEI will provide a translator to ensure transparency and understanding throughout the process.

**8.1 Purpose of Grievance Procedure**

The grievance procedure is intended to provide a formal process for the resolution of grievances. It is not, however, intended to be a substitute for healthy and appropriate communication between employees and supervisors, or staff and program participants, nor is it intended that the grievance procedure be used to harass supervisors or interfere with the operations of RGWCEI. Before the grievance procedure is started, employees and program participants should attempt to resolve disputes, complaints, and concerns with their immediate supervisors or the Executive Director by discussing such matters informally.

**8.2 Grievance Procedure**

The grievance procedure shall consist of the following steps:

**Step 1.** An employee or program participant may present a written complaint to his or her immediate supervisor or the Executive Director setting forth the subject of the grievance, identifying the policy or policies at issue, and requesting consideration pursuant to this procedure. The employee and the supervisor or program participant and Executive Director shall confer on the matter and the supervisor or Executive Director shall respond to the complaint, orally or in writing, within 5 working days. A supervisor shall advise RGWCEI's Executive Director, of the grievance by either an employee or a program participant.

**Step 2.** If the grievance is not resolved at Step 1, the employee or program participant may, within 5 working days of the supervisor or Executive Director's response, request in writing that a meeting be held between the employee or program participant and RGWCEI's Executive Director. Such request shall also specify the nature of the grievance and the policy or policies at issue. The employee or program participant and RGWCEI's Executive Director shall meet as soon as is practicable thereafter and [the appropriate person] shall respond to the grievance in writing within 5 working days of that meeting, circumstances permitting.

**Step 3.** If the grievance is not resolved at Step 2, the employee or program participant may, within 5 working days after receiving the Step 2 response, request in writing that a meeting be held between the employee or program participant and the Board of Directors. The employee or program participant and Board shall meet as soon as is practicable and Board shall respond to the grievance within 15 working days, circumstances permitting. The decision of the Board shall be final and unappealable.

Any grievance not pursued to the next step within the time specified will be considered resolved. The time limits for taking any action under this policy may be extended by agreement. The failure of any RGWCEI supervisor to respond to a grievance within the time limits specified in this policy or agreed upon should be reported to the Board of Directors. An employee or program participant filing a grievance shall have the sole right to determine whether to pursue a grievance from one step to the next.