



**SCNA Grievance Policy Adopted August 13, 2014:**

All complaints or grievances against SCNA shall be made in writing to the Board of Directors through the Chair. Grievances will be addressed in a timely manner. The Board of Directors shall adopt policies and procedures to address complaints or grievances.

**Section 1: Purpose:** The intent of this Grievance Policy is to encourage and protect the integrity and openness of the Neighborhood Action Plan (NAP) development and implementation process. The intent of this Grievance Procedure is to safeguard open process, not to provide a forum for complaints about losing fair votes.

**Section 2: Criteria for filing a Grievance:** Any resident of the Shingle Creek neighborhood boundaries may file a grievance regarding an action taken by the SCNA Board, its committees, its agents or representatives that s/he considers unfair. The complainant may use the most current SCNA Grievance Procedure to redress the complaint. Disagreements about the content of decisions or outcome made in a democratic manner may not be treated as a grievance.

**Section 3: Grievance Procedure:** The Grievance Procedure begins when a complaint is submitted in writing to the SCNA Executive Committee within thirty days of any incident and shall completely describe the grievance and propose a specific remedy. The complaint must be signed and include the address and phone number of the complainant. A person or group may file a grievance with the SCNA Executive committee if all of the following criteria are met.

The grievance concerns the process the contracted neighborhood organization has used as it develops a Neighborhood Action Plan(NAP).

The person or group filing the grievance is eligible for participation in the development of the NAP or otherwise directly affected by the actions resulting from the organization's NRP process.

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.

The Executive Committee shall attempt to resolve the situation through negotiation within 45 days of receiving the written notice. If negotiation is unsuccessful, the Executive Committee shall issue a ruling. The Executive Committee shall report its actions on the grievance to the Board.

Any interested party may appeal the Executive Committee's decision. Upon an appeal, the Board shall consider the Executive Committee's decision as a recommendation, and shall issue a ruling on the grievance at a regular or special called meeting. No individual who is a party to the grievance may vote on a ruling on the grievance.

**Section 4: Process for appeal:** The complainant may appeal the decision of the SCNA Board within 30 days of receiving the written response of the Board by submitting a written appeal to the president of the SCNA Board. The Board will consult with the Neighborhood and Community Relations(NCR) department of the City of Minneapolis for guidance for further mediation.

Mission: SCNA is organized to be a voice of the community, to advocate and promote the Shingle Creek neighborhood, to improve neighborhood livability and economic opportunities, to involve and empower residents and to promote the safety and health of our community and its residents.