

Lowry Hill East Neighborhood Association
Grievance Procedure

The grievance procedure will be made available to anyone who is a member of the Lowry Hill East Neighborhood Association (LHENA). If anyone feels that any LHENA activity or any action taken by the LHENA Board, its committees, staff, or volunteers, has a specific unfair effect on him or her, or that the by-laws, Code of Conduct or other governing document, or Board motion, has been violated, that person may utilize this grievance procedure to redress the complaint.

1. Grievant must address the complaint to the LHENA Board president (or vice president if the complaint is against the President) in writing, within 60 days of the event. (The complaint may be sent c/o the LHENA Executive Director.) The Complaint must be signed by the Complainant and include the Complainant's address. It should briefly describe the basis of the grievance, and what responsive action is requested. A Grievant may request private consideration of the matter.
2. The LHENA president or vice president, whoever was notified of the grievance, will bring the matter to the attention of the LHENA Board of Directors at the next scheduled monthly meeting. The Grievant may, but is not required to, be present or answer Board Member questions.
3. The LHENA Board will decide if the grievance will be resolved immediately by motion and majority approval, or referred for investigation. The investigation may be conducted by a LHENA Board member who has no conflict, or any other qualified person as decided by the LHENA Board. The investigation will be given a timeline for reporting back at a monthly LHENA Board meeting.
4. The LHENA Board will decide what action needs to be taken, if any, as a result of the investigation report. The LHENA Board has the authority, by majority vote, to redress the situation however it sees fit so long as it is in accordance with the LHENA by-laws and other authority.
5. The LHENA President, or designee, will write to the Grievant, explaining the resolution in a timely manner.

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