

Indiana YouthPRO Association	Policy: YouthPRO - Complaint/ Grievance Process	Latest Revision Date
		8-14-06 ISAC board 8-10-10 YouthPRO Board

PURPOSE: To resolve complaints and/or grievances fairly and in a timely manner.

SCOPE: This policy applies to staff, Indiana Youth Development candidates, advisors, or Independent Reviewers or community when involved with the implementation of the Indiana Youth Development Credentialing process or YouthPRO activities.

PROCESS:

- Before a written grievance/complaint is submitted, informal discussions take place between the aggrieved and specific individual (if the situation is between individuals). Through these discussions, the parties attempt to resolve the problem.
- If the situation is not resolved, the aggrieved will contact the YouthPRO Executive Director or appropriate individual identified below in writing. This statement is to include the facts upon which the complaint/grievance is based, when the situation occurred, the specific violation and remedy sought. The statement is signed by the aggrieved and submitted within thirty (30) working days of the occurrence.
 - Within five (5) working days after the receipt of the complaint/grievance, the Executive Director (or IYD Coordinator) will provide a written decision to the aggrieved.
- If a satisfactory settlement is not reached, the individual may continue the process via an appeal to the YouthPRO Board Chair. This appeal must be filed within five (5) working days after receipt of the Executive Director's (or IYD Coordinator's) decision.
 - Within fourteen (14) working days of receipt of the appeal the President shall call a meeting of the Executive Committee and parties involved.
 - Within five (5) working days of that meeting a written response will be given to the aggrieved.
- YouthPRO shall keep a record of the actions taken throughout the process. This record shall be kept confidential and in a secure location.