



Preserving our Past, Protecting our Future

PFCC Incident or Grievance

Grievances

Grievances are disputes between members or their guests that have escalated to the point members are not able to resolve issues without assistance. PFCC offers a process to assist resolution of membership differences through our Grievance Committee and Board of Directors. It is expected that members will make every effort to work with each other to resolve disagreements. Official complaints and grievances should be reserved for situations of exceptional nature.

Incidents

Members with issues between themselves and any agent, stipend volunteer, or employee of the Club are sent to the Board of Directors through an incident report, which is available in the office. The Board of Directors has final authority for resolution of incidents.

Procedure for submitting a Grievance or an Incident Report

1. A grievance or an incident must be reported in writing by the affected party on the official form, attached.
2. The form must be signed and include contact information for the person submitting the statement.
3. Each grievance/incident must be submitted as a single issue.
4. Grievance/Incident forms can be submitted to the Grievance box in the mail room or emailed to the committee at pfccgrievance@gmail.com. You will receive confirmation that the committee has received your form.
5. Parties to the issue will be contacted by the Chair for a time and place to conduct a meeting, if required.
6. After investigation and/or negotiations with both parties, a solution should be reached. It will be put into writing using the agreement attached.
7. If a solution cannot be reached, a recommendation for solution of the issue will be forwarded in writing to the Board of Directors.
8. A meeting may be scheduled with the Board, Grievance Committee, and the parties involved. A solution will be made by the Board through supported motion and unanimous vote.

No grievance or incident will be finalized unless signed off on by the Board of Directors.

The Grievance Committee's process is confidential in nature and will not be discussed outside these procedures, nor with anyone who is not party to this matter.

Filed By: _____ Date filed: _____

Filing as: Director: ____ Employee: ____ Member: ____ Stipend Volunteer: ____ Other: ____

Address: _____

Contact Number: _____ Email: _____

Filed against: _____

Director: ____ Employee: ____ Member: ____ Stipend Volunteer: ____ Other: ____

