



InterFaith Alliance of the Southwest Grievance Policy

Purpose: To provide a clear and fair process for addressing complaints and concerns raised by those participating with IFASW. This policy ensures that grievances are handled in a respectful, timely, and impartial manner, fostering a culture of transparency, accountability, and mutual respect. By establishing a clear grievance procedure, IFASW seeks to resolve conflicts constructively and maintain a positive, inclusive environment for all individuals involved with the organization.

Scope: Applies to all participants, volunteers, and staff of IFASW. It covers grievances related to organizational policies, practices, conduct, or any other matter that negatively affects the working relationships or well-being of individuals within IFASW. The grievance process applies to both internal conflicts among IFASW's and external concerns raised by individuals interacting with the organization.

Informal Resolution

Before initiating a formal grievance, individuals are encouraged to address the issue directly with the person involved, if appropriate. This may involve a private discussion to clarify misunderstandings or resolve the concern amicably.

Mediation

If informal resolution is not possible or the issue remains unresolved, the individuals involved may request a mediator to assist in reaching a resolution before moving forward with a formal grievance.

Filing a Formal Grievance

If after mediation the issue remains unresolved, the individual may file a formal grievance. Grievances should be submitted in writing to the Council President of IFASW. If the subject of a grievance is the Council President, then the President will be recused from the grievance process and the Council will designate a Council member to manage the grievance process. The written grievance should include:

- A description of the issue or complaint
- The individuals or parties involved
- Any relevant dates or events
- Any attempted resolution or discussions to date
- Desired outcomes or resolution

Investigation

Upon receiving a formal grievance, the Council President will review the complaint and may conduct an investigation, which could involve interviewing the individuals involved and reviewing relevant documents or evidence. The investigation will be conducted in a timely and impartial manner.

Resolution

After the investigation, the Council President will make a determination and propose a resolution. The decision will be communicated in writing to the complainant and the person or party involved, along with any steps that need to be taken to resolve the issue.

Appeals

If the complainant or the person involved is dissatisfied with the resolution, they may appeal the decision to the IFASW Council. The Council will review the grievance, investigation, and resolution, and may offer an alternative resolution. The Council's decision will be final.

Confidentiality

IFASW will handle all grievances confidentially, with information shared only on a need-to-know basis. Retaliation against individuals who file grievances or participate in grievance procedures is strictly prohibited.