



Staff, Volunteers & Contractors

(Team Members)

Grievance Procedure

Initial Resolution

1. If comfortable, team members are encouraged to address concerns directly with the relevant person involved.
2. If the issue remains unresolved or direct communication is inappropriate, team members should raise the matter with the Live-In Manager, Janine Hanna or Chairperson, Sharalyn Drayton.

Formal Grievance Process

If the initial resolution attempt is unsuccessful, team members may initiate a formal grievance procedure:

1. Submit a written grievance to the Chairperson, clearly stating:
 - The nature of the complaint
 - Relevant details (dates, names, circumstances)
 - Supporting documentation, if applicable
 - Desired resolution
2. The Chairperson will acknowledge receipt of the grievance within seven (7) business days.
3. An investigation will be conducted, which may include:
 - Interviewing relevant parties
 - Reviewing documentation
 - Consulting with appropriate staff members
4. The Chairperson will provide a written response within 15 business days, outlining:
 - Findings of the investigation
 - Proposed resolution or action plan
5. If the team member is dissatisfied with the outcome, they may request a review by the Board of Directors within 10 business days of receiving the response.

Mediation

If the grievance remains unresolved, the parties may agree to engage in mediation:

1. A neutral third-party mediator will be appointed.
2. Both parties will have the opportunity to present their perspectives.
3. The mediator will facilitate a discussion to reach a mutually agreeable resolution.

Confidentiality and Support

Throughout the grievance process:

- All information will be treated confidentially.
- Team members may bring a support person to any meetings related to the grievance.
- No team member will face retaliation for raising a genuine concern.

Women's Healing Sanctuary is committed to maintaining a positive team environment and will strive to resolve all grievances fairly and promptly.