Safe Haven Equine Rescue and Retirement Home, Inc.

Grievance Policy

Safe Haven Equine Rescue and Retirement Home, Inc. aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

Statement of General Principles

- Complaints must be fully described by the person with the grievance

- The person(s) should be given the full details of the allegation(s) against them

- The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted

- Proceedings should be conducted honestly, fairly and without bias

- Proceedings should not be unduly delayed.

Procedures

The following is a four-level process:

1. The volunteer attempts to resolve the complaint as close to the source as possible. This level is quite informal and verbal.

    If the matter is not resolved

2. The volunteer notifies the manager he/she is volunteering under (in writing or otherwise) as to the substance of the grievance and states the remedy sought.

    Discussion should be held between the volunteer and any other relevant party.

    This level will usually be informal, but either party may request written statements and agreements. This level should not exceed one week.

    If the matter is not resolved

3. The manager must refer the matter to the Executive Director.

    A grievance taken to this level must be in writing from the volunteer.

    The manager will forward to the Executive Director any additional information thought relevant.

    The Executive Director will provide a written response to the volunteer.

    The Executive Director will also communicate with any other parties involved or deemed relevant. This level should not exceed one week following the last scheduled meeting.

    If the matter is not resolved

4. The volunteer will be advised of his/her rights to pursue the matter with external authorities if they so wish.