

# **SOUTH BAY COMMUNITY ASSOCIATION BAY CLUB POLICIES AND PROCEDURES**

**POLICY # C.4.d.1**

**DATE REVISED: 6-3-2016**

## **SBCA HR Complaint Process**

### **PREAMBLE**

The over-arching principles guiding this process are:

1. To de-escalate rather than escalate the situation
2. To maintain fairness throughout the process.
3. To maintain confidentiality
4. To ensure objectivity

### **PROCESS:**

1. HR Complaints received by the HR Committee via the GM, the Board or other sources.
2. The Complainant is provided with a copy of the HR Complaint Process
3. HR Committee reviews the complaint and decides whether to accept or not in light of the SBCA vision, mission and value statement.
4. If accepted, a reference number is assigned (format is: SBCA-HR-#-CURRENT YEAR)
5. If not accepted, the reason is documented and the Complainant is informed.
6. If accepted, the Complainant is informed and asked what result they are seeking.
7. The HR Committee develops a strategy and investigates.
  - a. The subject of the complaint is informed and provided with a copy of the HR process.
  - b. This step may include requests for written statements, interviews, facilitated meetings, etc.; determined by the need for data, information and perspectives.
8. Once a conclusion is reached by the committee a recommendation is made to the SBCA Board as to what action to take.
9. After the decision of the Board, the Chairperson of the HR Committee or designee communicates the decision to both the Complainant and subject/s of the complaint.
10. There should be only one final copy of all related documents of the complaint and they should be kept in the GM's office.