

SRWG COMPLAINTS POLICY

General

To succeed at its mission, SRWG relies on having a strong reputation among its stakeholders.

The directors, employees and contractors representing the organization will follow high standards of integrity, business and personal ethics in the conduct of their duties and responsibilities and are expected to comply with all applicable laws and regulations.

Even with all the best intentions, it is possible that the behavior or communication of someone representing SRWG may arouse a concern or complaint with one of our stakeholders. Should this happen, each Director, volunteer, and employee of SRWG has an obligation to report the concern to the appropriate party so that it can be handled in compliance with the following practices.

Complaints regarding SRWG staff should be reported to board chairman, Erling Juel.
All other complaints should be reported to SRWG Coordinator, Tracy Wendt.

No Retaliation

Since this Policy is intended to encourage stakeholders to raise concerns, no director, volunteer, or employee who, in good faith, reports a concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences.

Practice

If the concern is not registered in writing, the *receiver* will put the concern in writing and verify with the *reporter* that it accurately represents the concern. The written reported concerns will be kept in a file available to any active board member for up to 5 years.

To resolve the concern, the *receiver* may use their judgement to take any of the following actions depending on the significance of the concern. Any concerns that imply possible litigation or suggest a breach of legal or regulatory code should follow the 4th of the following practices:

1. Resolve the concern with the *reporter* and file the action taken along with the written report.
2. Resolve the concern with the *reporter* and later report to the Executive Committee the concern and the resulting action.
3. Propose a resolution to the concern to the Executive Committee, stating that unless an objection or counter proposal is heard from a member by a given date, they will proceed with the proposed resolution.
4. Report the concern and propose options for resolution to the Executive Committee. State the *receiver's* preferred option and ask for input before proceeding.

Enacted by SRWG Board of Directors, April 6, 2021.