



National Participant Network (NPN)

GRIEVANCE AGAINST NPN EXECUTIVE DIRECTOR-- POLICY AND PROCEDURE

POLICY

The NPN Board of Directors will respond to any complaint filed by a state delegate regarding decisions made or actions taken by the NPN Executive Director. A complaint will not be addressed unless the complainant has made a good faith effort to resolve the concern directly with the Executive Director. Exemption to this will be made if the NPN Board of Directors determines that such a good faith effort would be inappropriate. A complaint will be addressed to the Board of Directors in a timely manner, which, after coming to consensus, will make a report and recommendations to the NPN state delegate. The Board of Directors will maintain a record of complaints and actions taken.

PROCEDURE

A. Complaint. The complaint against the Executive Director must be submitted in writing to the Board of Directors of the NPN. In order to be addressed, the complaint must include the following:

1. A description of the decision or action of the Executive Director that is the basis of the complaint;
2. A description of any actions taken by the complainant to address the matter in good faith directly with the Executive Director, and the outcome of such action;
3. Documentation or information that supports the complaint;
4. A description of the complainant's preference for resolution in the matter;
5. Contact information for the complainant (name, address, phone and/or email address);
6. Verification by the complainant that the facts set forth in the complaint are true;
7. Complainant's signature.

B. Notification. The Board of Directors will notify the Executive Director of the complaint in writing within 3 business days.

C. Committees. The Board of Directors may choose to address the complaint themselves or expand into an ad hoc committee (developed for the particular issue(s) only) which includes experts that may be of assistance in the issue(s) raised by the complainant.

D. Response. The Board of Directors at this point will offer the opportunity for the Executive Director to respond to the complaint in writing within 3 business days.

E. Findings, recommendations. At the discretion of the Board of Directors, the complainant may provide additional information in writing regarding the complaint, and if so, then invite an answering written response from the Executive Director. The Board of Directors/ad hoc committee will complete their recommendations within 2 weeks and submit a summary of findings along with recommendations for resolution to the NPN state delegate.

F. Appeal. The NPN Executive Director and/or the complainant may submit an appeal to the NPN Board of Directors, but their decision is final.

G. Record Keeping. The Board of Directors will maintain a record of such complaints and actions taken.

POLICY AND PROCEDURE ADOPTED BY THE NPN: 6/28/2010
POLICY AND PROCEDURE REVISED BY THE NPN BOARD OF DIRECTORS 9/2012