



## **National Participant Network (NPN)**

### **GRIEVANCE AGAINST A NPN MEMBER-- POLICY AND PROCEDURE**

#### **POLICY**

The NPN Board of Directors will only review a complaint filed by a state delegate regarding actions taken by another state delegate or member of the Board of Directors that are contrary to NPN policy or principles. The Board of Directors will make a report and recommendations to the membership within three weeks. The Board of Directors will keep a record of complaints and actions taken.

#### **PROCEDURE**

**A. Complaint.** The complaint against a NPN state delegate or member of the Board of Directors must be presented in writing to the NPN Board President and Vice President. In order to be addressed, the complaint must include the following:

1. A description of the decision or action of the state delegate or member of Board of Directors that is the basis of the complaint;
2. A description of or reference to the policy or principle of the NPN that the state delegate or member of the Board of Directors has allegedly violated;
3. Documentation or information that supports the complaint;
4. A description of the complainant's preference for resolution or remedy 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. Confidentiality.** The identity of the complainant and all other parties involved will be kept confidential.

**C. Notification.** The Board of Directors will notify the NPN member that is the object of the complaint in writing within 1 week.

**D. Response.** The Board of Directors will offer the opportunity for the member to respond to the complaint in writing within 1 week. At the discretion of the Board of Directors, the complainant may provide additional information in writing regarding the complaint, and if so, the object of the complaint may provide an answering response. The Board of Directors and/or an ad hoc committee formed to address the issue may (but are not required to) offer an opportunity for the complainant and the object of the complaint to provide additional information in person or by telephone if that is easier for the parties involved.

**E. Committees.** The Board of Directors may choose to address the complaint or expand into an ad hoc committee (developed for the particular issue(s) only) which includes the Board of Directors and/or experts that may be of assistance in the issue(s) raised by the complainant. In the case of the complaint being made against a member of the Board of Directors, the remaining members of the Board of Directors would serve on the committee.

**F. Findings, recommendations.** The Board of Directors and/or the ad hoc committee will present their recommendations within one week of receiving all information to all parties involved. If the recommended action results in a change in NPN membership, then the full NPN membership would be informed.

**G. Appeal.** The complainant, the object of the complaint may appeal the Board of Directors/ad hoc committee, but the decision of the Board of Directors is final.

**H. 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 9/12