

# Lind-Bohanon Neighborhood Association Grievance Policy

This grievance policy will be made available to anyone.

If anyone feels that an action taken by the Lind Bohanon Neighborhood Association, its agents or representatives, while conducting the business of LBNA, has had a specific unfair effect on him or her, that person may use this grievance procedure to seek relief.

This grievance procedure is intended to help safeguard a fair and open process. It is not intended as a forum for complaints about the outcome of decisions made in a democratic manner.

Meetings to consider grievances will be conducted using Robert's Rules of Order. A grievance must be submitted in writing to the Board of LBNA, be signed, and include contact information for the complainant.

A grievance must specify:

- The specific concern.
- Specific actions by the LBNA that gives rational for the complaint.
- Actions that could be taken to remedy the concern.
- All correspondences must be conducted by certified mail or agreed up by the parties

## **Steps and Timeline**

- The board chair will send a letter of acknowledgement to the complainant as soon as possible.
- Within 60 days a grievance committee named by the Board, consisting of five board members, will meet, discuss the grievance and report to the LBNA Board. Within 30 days of that meeting, the LBNA Board will deliver a written/electronic response to the complainant.
- The grievance committee will keep complete minutes of the meeting.
- A copy of the complaint, minutes and follow up correspondence will be available for examination by anyone at the offices of LBNA after the matter has been considered by the grievance committee (when not legally obligated to keep confidential).

- An appeal can be made to the LBNA board within 30 days after receipt of the grievance committee's decision.
- The LBNA Board will send an acknowledgement of the appeal to the complainant as soon as possible.
- Within 60 days the LBNA board will meet and discuss the grievance. Within 30 days of that meeting, the Board will deliver a written response to the complainant.
- A copy of the complaint, minutes and follow up correspondence will be available for examination at the offices after the matter has been considered by the board.
- The Board decision is final.

If the complaint details activities funded by the City of Minneapolis the complainant may contact the NCR department after the board's decision. The NCR department has its own process to follow up on these complaints.

**In the case of a complaint in regards to:**

*Executive Director:* The complaint should be delivered to the \_\_\_\_\_ Board Chair at:

Email: [info@lind-bohanon.org](mailto:info@lind-bohanon.org)

Address: 4048 Lakeland Ave N #22272 Minneapolis, MN 55422

*Board Chair:* The complaint should be delivered to the \_\_\_\_\_ Vice Chair at:

Email: [info@lind-bohanon.org](mailto:info@lind-bohanon.org)

Address: 4048 Lakeland Ave N #22272 Minneapolis, MN 55422

*Any other Board Member(s):* The complaint should be delivered to the Board Chair at:

Email: [info@lind-bohanon.org](mailto:info@lind-bohanon.org)

Address: 4048 Lakeland Ave N #22272 Minneapolis, MN 55422

*Loan Committee or Loan Designee:*

The complaint should be delivered to the Executive Director at:

Email: [info@lind-bohanon.org](mailto:info@lind-bohanon.org)

Address: 4048 Lakeland Ave N #22272 Minneapolis, MN 55422