

Grievances Policy

Policy Name	WEF Grievances Policy
Policy Category	Legal
Policy Number	2008-001
Policy Origination and Review Dates	July, 2008; Sept 2018
Requirements	No legal requirements
Review Cycle	5 years
Legal Review Required	Yes

A. General Policy Statement

It is the policy of the Water Environment Federation to provide a means for members to address grievances.

B. Definition

A grievance is defined as a complaint, which involves the interpretation or application of, or compliance with the provisions of the WEF Constitution and Bylaws. Any dispute as to whether a complaint is subject to these procedures shall be handled as a grievance in accordance with the procedures prescribed in this Policy.

C. Petition

Any member entitled to exercise the provisions of this Policy shall present a written petition, as described below, to the President or Executive Director no later than 30 days from the date of occurrence or knowledge of the action, facts, or, circumstances on which the member's grievance is based.

In order for any grievance to be considered, the complaining member (the complainant) shall make a petition, in writing, to the President or Executive Director, setting forth the reason(s) for the grievance and, if possible, a statement as to what remedy the complainant seeks.

D. Response

Upon the timely receipt of a member's grievance petition, the President, in consultation with the Executive Director, will determine if the complaint can be resolved or, shall, within 30 days

of receipt, refer the matter to the Constitution and Bylaws Subcommittee or to a special committee designated by the Board. The President's judgment as to such referral shall be final, except in the case in which the subject of the grievance involves either the President, or any of the members of the committees to which the matter is referred, in which case the Executive Director shall make such referral or designate a substitute subcommittee or committee member (but only for the purposes of the grievance). If the President and Executive Director determine that the complaint can be resolved without a referral, they will nonetheless notify the Board that the complaint was received and how it was resolved. In any case the Executive Director will be responsible for documenting the complaint and resolution and maintaining this record in accordance with the Federation's document retention policies. While WEF seeks to handle all complaints with the appropriate level of confidentiality, the degree with which confidentiality may be maintained may need to vary with the specifics of the situation.

Within 90 days of the referral to the appropriate subcommittee or committee, the grievance shall be answered in writing. Responses will be made upon due consideration of all the relevant facts and circumstances pertaining to the grievance and will set forth the reasons upon which it is based. If the complainant so requests in the petition, the complainant shall be entitled to a hearing, at the convenience of the appropriate subcommittee or committee prior to the rendering of the answer. Receipt of the petition and request for a hearing shall be acknowledged and recorded in the committee's meeting minutes. Any and all extraordinary expenses incurred by the holding of the hearing shall be borne by the complainant.

Within 10 days of the receipt of the subcommittee or committee's response, in order for the grievance to be considered further, the complainant must make a written appeal to the Board. The Board, at its next regularly scheduled meeting, shall consider the appeal and render a decision supporting, reversing, or modifying the position of the committee making answer to the grievance. The decision will be made by majority vote and will constitute final judgment.

E. Entitlement

All WEF members shall be entitled to exercise the procedures established in this policy. A Member Association may act on its own behalf or on behalf of one of its members.

F. Exclusion

The procedures established under this policy are applicable to the indemnification of a Delegate, Trustee, or Committee Member.