

GRIEVANCE POLICY

While Mentalizing Initiative (the "Organization") recognizes there are occasional times when attendees of our conferences and/or volunteers may need to express concerns or complaints about their experience with the Organization.

Policy Statement

The Organization takes seriously all grievances raised in relation to its activities. The Organization is committed to operating an accessible grievance process that is fair and transparent, and aims to handle all grievances respectfully, appropriately, and without bias.

The procedure below applies to grievances received by the Organization, whether verbal or written, and whether regarding the standard of service provided by the Organization or any interpersonal conflict (including any unlawful discrimination or harassment) between an individual and the Organization or its agents.

All information, notes, reports or documentation of any kind that are received during the course of an investigation shall be kept confidential to the greatest extent possible. There are times when confidentiality cannot be maintained; however, in such circumstances, only those who have a need-to-know specific information shall be provided with it. Such individual shall be advised of the confidential nature of the information and will be required to affirm their commitment to maintaining the confidentiality, and all data will be dealt with in line with the Organization's policies.

If a member of the Board of Directors is a party in a grievance or involved in any way, he or she will be excluded from the grievance procedure to ensure, to the greatest extent possible, neutrality and a fair process devoid of conflicts of interest.

Formal Grievance Procedure

We encourage attendees of our conferences and/or volunteers to try to resolve any minor irritations or frustrations, including any interpersonal issues in the first instance through open and direct communication. Many such minor irritations and concerns can be resolved informally when raised and options discussed to address the issue. However, if resolving the issue in this way is not possible, or if you otherwise do not feel comfortable attempting to do so, the following steps should be followed.

Step 1: Filing a grievance

You may file a grievance with the Organization as follows:

- Verbal grievances may be made in person or by telephone to 310-859-7912.
- Written grievances can be submitted in writing or by email to info@mentalizinginitiative.org.
- The Organization will acknowledge receipt of your grievance in writing within 3 working days, including a summary of the grievance into clearly defined issues that can be objectively reviewed and investigated.

If the grievance concerns a speaker (including content and style of presentation), you will be asked to put your comments in writing so that they may be anonymized and passed to the speaker for comment.

A grievance should include the following information:

- The nature of the grievance or grievance;
- Detailed information including evidence of the issues, witnesses, related policies, any efforts to resolve the issue etc.; and
- The remedy or outcome desired.

Step 2: Investigation

Within 30 days of receipt of a grievance the Board will complete an objective investigation of the matter and record the findings in writing. You may be requested to speak directly with the Board.

As above, if any Board member is involved in any way in a grievance, he or she will be excluded from the grievance process to ensure neutrality and manage conflicts of interest.

If the matter is complex and investigations cannot be completed within this timescale, you shall be informed of the delay in writing giving reasons, and an amended response date provided. This amended response date should aim to be no more than an additional 30 days.

The Board will, in a closed session, discuss the grievance, the investigation and its findings and come to consensus as to any recommended actions to be taken.

If your grievance is resolved promptly to your satisfaction, and does not raise any wider issues for the Organization, the Board may elect not to investigate the grievance.

All documentation pertaining to the grievance, including letters, emails, meeting or telephone conversation notes, investigation notes and statements will be kept together in a grievance file held surely by the Organization in line with its data handling and retention policies.

Step 3: Investigation Outcome

The Board will write to you within 14 days of its decision to explain the outcome of its investigation, including to:

- Summarize clearly the points of the grievance;
- Summarize the investigation and findings into each point of the grievance;
- Identify any remedial or improvement action that has been or is being implemented as a result of the findings.

Step 4: Monitoring and Learning from Grievances

The Organization is committed to learning from grievances. All grievances are recorded within the grievances file, which will record:

- Date grievance received and from whom
- The nature of the grievance and investigation outcome
- Details of any delays to expected timescales
- Date the outcome letter was sent to complainant

Annually, the Board will consider any grievances that may have been received and particularly any corrective action so that the Organization may continue to reflect on and improve the quality of its activities.

Adopted February 5, 2020