



ICES Grievance Procedure

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Grievance Procedure

ICES aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary. For the purpose of this Grievance Procedure, a "grievance" is defined as a specific, formal statement of complaint.

Statement of General Principles

- Complaints must be fully described by the person with the grievance within 3 months of the dispute.
- The accused person(s) shall be given the full details of the allegation(s) against them.
- The person(s) against whom the grievance/complaint is made shall have the opportunity and be given a reasonable time to state their side of the story before a formal resolution is attempted by the Grievance Committee.
- Grievance proceedings shall be conducted privately, honestly, fairly and without bias. If the Grievant feels any member of the committee is not impartial, he/she may request a member to abstain from the process. Proceedings shall not be unduly delayed.

Purpose of the Process

- Any complaint or allegation can hurt the ICES organization. It tends to build sides quickly.
- The faster it can be resolved, the better it will be for the organization.
- First there is a grievance step. Most allegations can be resolved at this step before an Ethics charge is made. If the allegations happen during the Expo, the Ethics Chair and the ICES President should try to resolve it with the parties.
- An Ethics Charge will not be filed until all measures to resolve the complaint have failed.
- If there are no Ethics violations, the Grievant and the accused may just need to agree to disagree.

PROCEDURES

The Grievance Procedure is a three-level process:

1. The Grievant attempts to resolve the complaint as close to the source as possible. Disputes will not be heard by the Grievance Committee until every effort has been made to resolve the issue(s) first privately, then by involving the Representative or Board Liaison. This level may be quite informal and verbal.

If the matter is not resolved:

2. The Grievant notifies the ICES President and/or Ethics Chair (in writing) as to the substance of the grievance and states the remedy sought. The grievance must be specific, in writing, dated and signed by the Grievant. The Ethics Chairman will contact the related party to

inform them there is a complaint and explain what remedy has been requested. If the Party agrees to the remedy, the grievance is resolved. Either party may request written statements and agreements.

If the matter is not resolved,

a. The Ethics committee will investigate and determine if an ethics violation has occurred and will either open the incident for investigation and/or settlement or render a decision. Before rendering a final decision, the ICES attorney should be contacted if the decision could cause more litigation. All decisions of the Ethics Committee and/or the ICES Board of Directors shall be final.

b. If no ethics violation is discovered, both parties will be contacted and informed that no Ethics violation was discovered. The Ethics Committee Chairman will provide a written response to the Grievant and the accused. The Ethics Committee Chairman will also communicate with any other parties involved or deemed relevant.

GRIEVANCE PROCEDURE REPORTING

Reports must be filed with the ICES President within two weeks and copies distributed to all parties involved in the claim, excluding witnesses. The report must contain the following information:

Today's report date:

Seated ICES President:

ICES Ethics Committee Members:

Date of Grievance:

Has Step 1 of the ICES Grievance Procedure been followed?

If yes, has Step 2 of the ICES Grievance Procedure been followed?

Date ICES President notified:

Did the Ethics Committee find that the ICES Code of Ethics had been violated?

If yes, please give a short report of the findings:

Date resolved at the Grievance Committee level:

Date Grievant and Pertinent Parties notified: