



Grievance Policy & Procedure

Policy:

The LGBT Center of Central PA strives to create a safe and inclusive environment for all people, and seeks to build relationships and trust so that individuals who have a complaint feel comfortable sharing that directly with the person they have the complaint about. However, we recognize that due to the complex dynamics of positional power and different levels of societal power and privilege based on intersecting identities, people may not feel comfortable sharing their complaint directly. Thus, the accompanying procedure provides an avenue through which someone can share a complaint with the LGBT Center and have it addressed.

Procedure:

If any person has a complaint against the LGBT Center, its staff or Board of Directors, it should be filed in the following manner:

1. If the complaint is with a staff member other than the Executive Director, a Board member or the LGBT Center as an organization, the person with the complaint should contact the Executive Director by phone, e-mail, in-person or by filling out the Google form.
2. If the complaint is with the Executive Director, the person with the complaint should contact the Board President by phone, e-mail, in-person or by filling out the Google form.

Once the complaint is filed, the person receiving the complaint will set-up a time to talk with the person filing the complaint to gather more information. If they feel that the complaint exceeds their level of expertise, they will include others as needed in the process. After gathering all of the facts, they will make a determination and communicate that to the person who filed the complaint and any other parties involved.

Approved by Board of Directors: May 21, 2018