

## APPLICANT GRIEVANCE POLICY

It is the policy of Metropolitan Regional Arts Council (MRAC) to treat all applicants with fairness and professionalism. MRAC's policy is to provide all applicants with the opportunity to express a problem or grievance. Grievance is defined as a situation or condition that an applicant thinks is unfair, unjust or inequitable that can include, but is not limited to, any aspect of program delivery, manner of treatment, outcomes, or experiences.

MRAC's grievance procedure is designed to provide a means for applicants to bring a grievance to the attention of MRAC and to reach resolution. Grievances will be given prompt and careful attention and, when indicated, grievances will result in corrective action. All staff members are to be attentive and respectful to any grievance registered by an applicant and are prohibited from discouraging, intimidating, or seeking retribution against applicants who file a grievance.

Under MRAC's Grievance Policy, the following is the procedure by which applicants shall submit and resolve grievances:

1. If you have a grievance, the concern should first be informally discussed with MRAC staff via email or phone. If you decide to speak to MRAC staff and a satisfactory agreement cannot be reached, MRAC staff shall inform the applicant of the grievance procedure. The formal review process should be used only when you have not received satisfactory resolution of your problem through informal methods.
2. If you wish to formally pursue the grievance procedure, you should submit a Grievance Reporting Form, which can be found at the following:
  - On MRAC's website at <https://mrac.org/contact/>.
  - You can request the form from any MRAC staff. Upon request, the form can be available to accommodate accessible needs.
  - If you do not wish to or are unable to submit a written grievance, you may request the formal grievance be documented by any MRAC staff receiving the verbal report. Upon request, a copy of this form, written by staff can be made available.
3. Once MRAC has received a written grievance, MRAC will review the grievance, initiate an investigation, and report the outcome of the investigation, including any corrective action, to you in writing within 14 business days after the grievance is received. If it has not been possible to gather the information necessary to reach a resolution, you will be notified in writing and given a date, up to 30 days, by which a resolution or determination will be made.
4. Once a formal grievance has been submitted, please do not contact staff during the investigation period.
5. If for any reason you are unsatisfied with the results, you may contact the MRAC Executive Director to further discuss the matter. The Executive Director will conduct a review of the matter and will respond to you in writing within 10 business days in writing. The Executive Director's decision and recommendations

will be final. Determinations may include that the issue(s) fundamental to the grievance has already been duly investigated and addressed in a similar set of circumstances, and the grievance will not be entertained further.

6. Applicants should not address or discuss their grievance with any member of MRAC's Board of Directors. If an applicant attempts to communicate the grievance with a director, they will be referred to MRAC staff and the above procedure.