



## WILLIAM GLASSER INTERNATIONAL, INC. GRIEVANCE POLICY

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### 1.0 GENERAL PRINCIPLES

- 1.1 All persons have a right to communicate freely with any inquiry concerning them and these communications shall be considered occasions of qualified privilege. In general, communications by all parties within the grievances process will be protected, unless judged to be motivated by malice.
- 1.2 At the conclusion of a grievances process, all related documents shall be saved to two electronic file devices designed for this purpose. The existence of these files shall be shared with the incoming Executive Director and new Chairperson of William Glasser International, Inc. These electronic files shall be kept safely in the William Glasser International office.

### 2.0 GRIEVANCES

- 2.1 When an individual or an organization has a grievance regarding WGI business, the party shall attempt to resolve the grievance locally through the member organization.
- 2.2 In the event that the local grievance is not resolved in a satisfactory manner, one or both parties may file a grievance through the William Glasser International Board.
- 2.3 The William Glasser International Board shall forward the grievance to the William Glasser International Ombudsman.
- 2.4 Ombudsman

The William Glasser International Board shall invite from its member organizations not more than two recommendations of individuals who are well-known and widely respected by William Glasser International for the position of the Ombudsman.

#### 2.5 Appointment

The William Glasser International board members shall appoint, from among the recommendations made by its member organizations, one individual to serve as Ombudsman for a period of three years.

- 2.5.1 The individual must be a certified member of William Glasser International and accepted unanimously by the WGI board members.

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- 2.5.2 The William Glasser International board members shall appoint another person by the same process of recommendation from member organizations should the Ombudsman be unable to complete the three-year term of office.
- 2.5.3 The Ombudsman may serve two consecutive terms of office upon the request of the William Glasser International Board.

### 3.0 GRIEVANCE COMMITTEE

- 3.1 The Ombudsman, in consultation with the William Glasser International Board members, chooses two other individuals to form a Grievance Committee.
- 3.2. The individuals serving with the Ombudsman on the grievance committee must be a certified member of William Glasser International.
- 3.3 The Grievance Committee shall consider and investigate the cultural context of each grievance presented to them.
- 3.4 Any person selected to join the Grievance Committee must declare any interest or dual relationship in relation to serving as a member on the committee and refuse the appointment.
- 3.5 Any member of the Grievance Committee must declare any conflict of interest in relation to any grievance brought before the committee and asked to be excused from the grievance in question. In this case, the Ombudsman may choose a substitute from the recommendation pool.
- 3.6 In the event that the three members of the Grievance Committee declare conflict of interest, the Executive Committee of the William Glasser International shall process the grievance.

### 4.0 GRIEVANCE RESOLUTION

- 4.1 The Grievance Committee considers evidence provided by both parties.
- 4.2 The Grievance Committee may, at its own discretion, work with both parties either separately or together as the parties so agree.



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- 4.3 The committee maintains confidentiality and works within a 30-day time period, if possible, to investigate the grievance and reach a recommendation.
- 4.4 The Ombudsman keeps a record of the proceedings concerning the grievance and sends a brief confidential report to the Board Chair and Executive Director of William Glasser International, Inc. with the recommended resolution to the grievance.

### 5.0 APPEALS PROCESS

- 5.1 Either party to the grievance, who is not in agreement with the recommendations emanating from the mediation process, may file an appeal of the decision by submitting a written request and detailing the reasons for the appeal to the Board Chair and Executive Director of William Glasser International within thirty [30] days of the recommended outcome.
- 5.2 The William Glasser International Board shall discuss the appeal and take action that it deems appropriate.
- 5.3 Upon study of the documentation and processes undertaken by the Grievance Committee, the William Glasser International Board shall make its final recommendation.
- 5.4 If the parties are not successful in resolving the dispute through mediation described in Section 4.0 of this policy, then the parties agree that the dispute shall be settled by arbitration before a single arbitrator, who shall not be any one of the mediators named throughout the mediation mode, and must be agreed upon by all parties.
- 5.5 The parties agree that all proceedings relating to arbitration shall be kept confidential and there shall be no disclosure of any kind. The decision of the arbitrator shall be final and binding and shall not be subject to appeal on a question of fact, law, or mixed fact and law.
- 5.6 All costs of the mediators appointed in accordance with this section shall be borne equally by the parties to the dispute or the controversy. All costs of the arbitrators appointed in accordance with this section shall be borne by such parties as may be determined by the arbitrators.