



smOdyssey, Inc. Grievance Policy

Only members in good standing of smOdyssey, Inc. may utilize this grievance process. Following is the procedure for filing a grievance with smOdyssey, Inc.

Grievances:

- All member grievances must be formally filed in writing and submitted for review to:
 1. the Membership Coordinator if the complaint is against another member. First efforts to find a resolution shall be addressed at this level. The Membership Coordinator shall inform the Board of Directors of all active complaints. If a resolution cannot be reached, the complaint shall then be submitted to the Board for review and determination of additional action.
 2. the Board of Directors if the complaint is against the organization.
- No anonymous complaints will be accepted.
- Any member submitting a formal complaint against another member must be willing to have his/her identity disclosed to the person(s) named in the complaint and be willing to address the complaint in the presence of said person(s).
- Any member against whom there has been a formal complaint will be provided the opportunity to respond to the grievance filed against them.
- Any person or member who deliberately falsifies a formal complaint against another member shall be subject to denial or revocation of membership.
- Acknowledgement of receipt of any formal complaint against another member or the organization shall be sent to all parties identified in the complaint within 15 days of receiving the submission.
- Formal complaints and grievances will be reviewed and addressed by the Membership Coordinator and/or the Board of Directors within 30 days of receiving the submission.

Adopted: 9/7/07



- The Board of Directors may elect to have complaints and grievances reviewed by selected Directors who will report information and recommendations to the remaining administrators.
- Any action in response to the formal grievance or complaint, if any, will be based upon the decision of a majority vote of the Board.
- Members filing the formal complaint, as well as the person(s) named therein, will be notified, at least via email, of the outcome of the review by the Board within 30 days of the date of that review.
- At the discretion of the Board of Directors, formal complaints and grievances filed against the organization may be addressed at formal meetings of the Board.