

## **Grievance Procedure**

### **Approved by the PPERRIA Board of Directors June 24, 2013**

Any resident or organization of the Prospect Park neighborhood boundaries may file a grievance regarding an action taken by the PPERRIA Board, its committees, its agents or representatives that s/he considers unfair. The complainant may use the Grievance Procedure to redress the complaint.

Disagreements about the content of decisions or outcome made in a democratic manner may not be treated as a grievance.

The Grievance Procedure begins when a complaint is submitted in writing to the PPERRIA Board. Complaint must be signed and include the address and phone number of the complainant.

Grievances must specify the following:

- The specific concern, including specific action(s) taken by the PPERRIA Board, its committees, its agents or other representatives.
- Suggested actions that should be taken to remedy the problem.

The PPERRIA Board shall be made aware of the grievance at the next regularly-scheduled meeting, which will occur at least 5 days after receipt of the grievance. An ad hoc committee may be appointed by the President to consider the matter and develop potential solutions. The committee shall report back to the Board with its recommendations at the next regularly scheduled meeting. By majority vote, the Board shall decide if there is merit to the grievance and any next steps required to solve the grievance.

The PPERRIA Board shall respond in writing, regarding a decision on the merit and proposed solution of the grievance, by the next regularly scheduled monthly board meeting after the grievance was addressed.

Any grievance should be directed to the PPERRIA President, and may be delivered in one of two ways:

Via U.S. mail:

PPERRIA President  
66 Malcolm Ave SE  
Minneapolis MN 55414

Or hand delivered to the current PPERRIA office during business hours.

## **Process for Appeal**

The complainant may appeal the decision of the PPERRIA Board within 30 days of receiving the written response of the Board by submitting a written appeal to the president of the PPERRIA Board. The Board will consult with the Neighborhood and Community Relations (NCR) department of the City of Minneapolis for guidance for further mediation. The person filing the appeal agrees to follow the NCR grievance procedure and accept their decision.