

## Riverfront Renaissance Centre for the Arts

### ADA GRIEVANCE POLICY

The RRCA organization grievance procedure committee consists of: RRCA Executive Director, ADA Coordinator, the Chairperson or Vice-Chair of the Board and a representative (ADA coordinator or Executive Director) from one of the following collaborative partners: The Millville Development Corporation, Millville Public Library, or Levoy Theatre.

Additional assistance, if warranted, will be sought from the partner member of the ADA Advisory Committee.

#### Step One

The staff and volunteers have been notified to inform any individual from the public who has a complaint about ADA compliance in regards to the Riverfront Renaissance Center for the Arts (RRCA) facility and/or its programs to notify the RRCA Executive Director (Diane Roberts) or ADA Coordinator (Patti Atkinson) of that complaint.

The complainant will receive a copy of the RRCA's ADA Compliance Plan. The Executive Director/ADA Coordinator will acknowledge said complaint to the individual(s) and will make a written entry of the particulars involved in the complaint. If the complaint can be taken care of immediately, he/she will do so.

The Executive Director/ADA Coordinator will document the problem and the resolution. The documentation will be reported to the Board of Directors at the next RRCA Board Meeting and the report will become part of the official proceedings and record of the meeting.

#### Step Two

If the complaint cannot be resolved to the satisfaction of the complainant by the Executive Director/ADA Coordinator, he/she will assist the complainant in filing a formal complaint and will submit it to the Grievance Committee. The complainant will be given the names of the committee members. The written complaint shall include:

- Complainant's name, address, phone number, email
- Nature of the complaint in detail.
- When and where the person was denied access.
- What the complainant believes could or should be done and how this recommendation would resolve the issue.

The Executive Director/ADA Coordinator will notify the Grievance Committee and/or Advisory Committee of the complaint and forward a written copy to the members.

#### Step Three

The Executive Director/ADA Coordinator will call a meeting of the Grievance Committee, which the complainant will attend. The meeting will take place in a barrier-free location, within one (1) month of the filing of the complaint (schedules permitting, no more than 60 days after complaint is filed)

The meeting agenda shall include:

- Presentation by the complainant
- Discussion

- Recommendations for resolution
- Timeline for implementation
- Follow-through assigned to one committee member
- Committee vote on recommendation Committee consideration in preparing their recommendations and findings:
- Validity, was access denied?
- Why was access not possible, what created the condition?
- Is this a condition that is standard or unusual to the situation?
- Did the lack of access result from an existing policy, is a new policy warranted?
- What must happen to allow access, what alternatives exist?
- Are there condition, resources, and limitations that must be considered?
- Do these conditions prevent a resolution; how, why?
- Which solution is to be employed, who will carry out the solution, is funding required, where is funding coming from, what is the timeline for implementation?
- Is any further contact with the complainant required? If so, how?

The complainant is advised that the recommendations will be presented to the RRCA Board of Directors which will vote on the recommendations, especially when a policy statement or funding allocation is sought. The complainant will be required to sign the recommendation to be submitted to the Board as acceptable to them and agreeing that if the recommendation(s) is followed, the matter is closed.

#### Step Four

The Grievance Committee's findings and recommendations will be forwarded to the same committee members who received the original complaint and to the complainant. At the next scheduled meeting of the RRCA Board, the recommendations(s) will be presented for vote and acceptance of the findings.

**In the event the Board does not accept the recommendation or findings, the complainant will be notified and the Grievance Committee will reconvene, or, if the recommended solution is implemented and incorporated into RRCA's future ADA compliance policy and activity, complainant will be notified.**

**Policy updated: 12/15/19**

## RRCA Employee Grievance Policy

The executive director, board chair and vice chair will comprise the employee grievance committee.

### Initiation of Grievance Procedures:

An employee not on probation or temporary status has the opportunity at any time within 5 workdays after the incident out of which a grievance arises, to present said grievance. Any such grievance will be handled by the following steps:

#### Step One:

Employee may present grievance to immediate supervisor. If the supervisor does not answer within 48 hours OR if the answer is not satisfactory, proceed to step 2.

#### Step Two:

The employee shall write the grievance within 3 work days, and present one copy to supervisor and one copy to board chair. The supervisor, employee and board chair will meet within 5 workdays and to devise an agreeable solution to the grievance.

#### Step Three:

If all parties agree to the solution of said grievance, it shall be presented and recorded at next scheduled board meeting, to acknowledge and document the written resolution. If further discussion to find resolution is necessary, employee will be invited to present the grievance to entire board (scheduled on agenda for next monthly board meeting). If the issue is not resolved, outside consultation will be sought (ie. local labor board member, or organization attorney). Employee will be given fair notice of any meeting dates if necessary.

Adopted: 12/15/19