

Grievance Form

Name: _____ Date: _____

Instructions

The Grievance procedure has four steps. The first is an informal resolution, the second a formal written grievance, the third is a review by the NMDC Board of Directors, and the fourth is a review by the Office of the Crime Victims Reparations Commission as a funder of New Mexico Dream Center . This form may be used by clients or staff to initiate a formal grievance at Step 2

- **Step 1:** Communicate your grievance with your direct person of conflict and try to work out a solution with them.
- **Step 2:** File a formal grievance (this form), seal it in an envelope, and turn it in to be reviewed by the HR Representative.
- **Step 3:** If there is still no resolution, meet with a member of the NMDC Board of Directors nmdcboard@nmdreamcenter.org
- **Step 4:** If necessary, escalate the issue to the Grant Manager with the office of Crime Victims Reparation Commission - Lourdes.McKenna@cvrc.nm.gov

Before completion and submission of this grievance, please consider the following:

1. Is this action Immoral?
2. Is this action Illegal?
3. Is this action Unethical?
4. Does this action put you, a client, a volunteer, and/or anyone else in danger?

If this grievance falls under one of these concerns, please proceed with this process. Please keep your complaints direct and to the point to the best of your ability, leaving little room for personal emotions and reactions.

*Please note: The person and actions mentioned below will not be kept confidential and the named party(parties) will be notified upon receipt of grievance to ensure a timely resolution.

Grievance Statement: (activity that led to complaint, include dates and times):

Solution Requested:

Have you directly communicated your concern with this person? _____ Yes _____ No

**If the answer is no, please review the process above and make time to address concerns directly before submitting this form.*

Are you open to mediation with this person? _____ Yes _____ No

Staff Signature: _____

Date: _____

Staff & CVRC Response:

Date Grievance was received: _____

Step No. _____

Resolution Notes:
