



GVR CLUB GRIEVANCE POLICY

Purpose

The grievance policy explains how GVR club members can voice their complaints in a constructive way.

Scope

This policy refers to everyone in your club regardless of position or status.

Guidelines

All GVR Clubs are governed by the Corporate Policies Manual (CPM) which is posted on the GVR website. In addition, GVR clubs also have bylaws and policies that are available from each club.

CPM PART 6: GVR PROGRAMS AND CLUBS

6.2.10 Member Code of Conduct

- A. Clubs within GVR are often faced with internal conflicts between club members or behavioral issues. GVR staff does not resolve conflicts between individual club members nor do they get involved with internal policies written and enforced by the clubs.
- B. There are various ways in which clubs can handle member complaints and conduct issues. Two suggestions are as follows:
 1. Three Strike Rule
 - a. Strike One: If a Club Member begins to be disruptive or abusive, a Club Officer or designee should take the individual aside and talk to them privately. Let them know that their behavior will not be tolerated and if it does not stop, they will be asked to leave. Documentation must be kept on file in all instances, in case you need to refer back to a particular incident.
 - b. Strike Two: If the individual continues to be disruptive or abusive, the Club President or designee will write a letter to the individual restating GVR policy and possible consequences. A copy of the letter must be provided to GVR's Club Liaison.
 - c. Strike Three: If the behavior has not been corrected, the Club's Board has the authority to remove the individual from their membership. A removal letter must be provided to the member and GVR's Club Liaison. Every opportunity to correct a problem should be given to the club member before dismissal from the club. If personality conflicts between members are the problem, they would also be handled as stated above. An equal and fair opportunity should be given to all parties involved.
 2. Peer Committees
It may be beneficial for clubs to appoint Peer Committees to serve as mediators when a conflict arises within a club. Their basic function is



to investigate and listen to all sides of the story and arrive at a resolution. If a resolution cannot be agreed upon, the matter would go to the Club's Board to handle. At all times, GVR must be kept informed of any conflicts and their outcome.

A club consists of members who appoint a Board of Directors made up of club members to handle the affairs of the club. When the Board of Directors of a club is faced with taking action against a club member, it is the responsibility of the entire Board, not just one or two individuals of the Board. Proper documentation of a situation must be kept before any action can be taken against a club member. GVR must always be kept informed of such situations so that GVR's records can be documented, as well. A change in a member's behavior should not be taken lightly.

GVR's main responsibility to all clubs is to support their club activities. However, if a theft of property, immoral conduct, violence or a violation of the GVR Code of Conduct occurs, GVR staff will investigate the situation until the matter is resolved. If any incidents occur, an incident report shall be completed within 24 hours and submitted to GVR's Club Liaison.

A copy of GVR's Code of Conduct is displayed in all facilities and printed on the back of each member's photo ID card. It states that all users of GVR facilities are required to comply with published rules and regulations. All users are expected to show common courtesy to employees, directors, volunteers and other members and guests. All users shall refrain from using offensive language and participating in offensive behavior; such actions shall not be tolerated. Members are responsible for the conduct of their guests. Any violation of GVR's Code of Conduct may result in a member having their rights and privileges suspended.