

The New England Art Therapy Association Grievance Procedure

The New England Art Therapy Association (NEATA) aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

Statement of General Principles

- Complaints must be fully described by the person with the grievance (hereafter referred to as the Person Served)
- The person(s) should be given the full details of the allegation(s) against them
- The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted
- Proceedings should be conducted honestly, fairly and without bias
- Proceedings should not be unduly delayed.

PROCEDURES

The following is a four level process:

1. The Person Served attempts to resolve the complaint as close to the source as possible. This level is quite informal and verbal

If the matter is not resolved

2. The Person Served notifies the NEATA Event Coordinator (in writing or otherwise) as to the substance of the grievance and states the remedy sought.

Discussion should be held between the Person Served and any other relevant party.

This level will usually be informal, but either party may request written statements and agreements. This level should not exceed one week.

If the matter is not resolved

3. Event Coordinator must refer the matter to the Board of Directors.

A grievance taken to this level must be in writing from the Person Served.

The Event Coordinator will forward to the Board any additional information thought relevant

The Board will provide a written response to the Person Served

The Board also communicate with any other parties involved or deemed relevant.

This level should not exceed one week following the next scheduled meeting.

If the matter is not resolved

4. The Person Served will be advised of his/her rights to pursue the matter with external authorities if they so wish.

Authorized by: The Board of Directors

Effective as at: 1/26/2014