

Grievance Policy for Local CASA/GAL Member Programs

When a CASA/GAL staff member has a grievance or concern about their job, another staff member or their supervisor, the staff member should first try and resolve the issue with the person involved:

1. If the grievance is not resolved, immediately inform the supervisor to discuss and resolve.
2. If there is still an issue with resolving the grievance, the staff member must have the supervisor contact the executive director. If the grievance is regarding a supervisor, then the staff member must go directly to the executive director.
3. If the executive director cannot resolve the grievance, the executive director will then inform the board chair of the complaint or concern. If the grievance is regarding the executive director, the staff member may contact the board chair directly.
4. A decision will be made at the Executive Committee level and feedback will be given first to the executive director and then to the staff member.

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