

## YMCA Grievance Policy

Revised: 15 May 2006

The Pickens County YMCA strives to make our members feel welcome and special. We also attempt to meet everyone's needs and expectations. However, on occasion you may have a suggestion or concern about a program, services, facilities, other members, or an issue with the Y in general. We ask that you first contact the appropriate Departmental Director for assistance. The Director will most likely resolve your grievance within a timely manner. In the event that this does not happen or in the event of a major issue, you should contact the CEO immediately.

The YMCA Board of Directors refrains from dealing with day-to-day issues of operating a YMCA. The Board members are volunteers who serve as policy makers. It is up to the YMCA staff to operate the YMCA within those policies and guidelines. In most situations, the CEO's decision is final. There are a few situations where the Board of Directors Executive Committee is involved, they are as follows:

- 1) Approval of Membership Revocation – Decision is made by the CEO and Membership Committee
- 2) Interpretation of Policy – Clarification of all policies are made through the CEO
- 3) Conditions of Legal Liability – Issues that may have legal ramification.

A member or program participant can contact the Executive Committee by writing to the CEO with a specific grievance and request for action. The CEO will then review the action with the Executive Committee and the Chief Volunteer Officer will contact the party within 14 days.

Please forward all grievances in writing to:

Pickens County YMCA  
Attention: CEO  
201 Burns Road  
Easley, SC 29640

*(See Membership Code of Conduct)*

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