



Purpose and Approach

The purpose of the Cass County North Dakota Historical Societies (CCNDHS) grievance and dispute resolution procedure is to ensure that all members of the community, employees, and volunteers, are able to address their concerns in a positive environment. All members of the community should be able to raise concerns without fear of reprisal. No-one shall be subjected to adverse treatment for participating in any part of a grievance or dispute resolution process.

CCNDHS grievance procedures reflect our values and commitment to facilitating conflicts in order to deepen relationships and discover unexpected resolutions and resources from apparently intractable problems.

CCNDHS has the commitment and belief that there is growth and learning for both parties in any conflict or relationship issue, and that there is a common ground of understanding that can be reached together.

As part of this commitment, CCNDHS encourages all parties to feel confident to address concerns directly with the other party or parties concerned, wherever possible, in order to achieve the best outcome for the relationships between parties.

CCNDHS also provides options for parties to raise and resolve their concerns, in recognition of the complexities of rank and power differences between individuals.

Grievance and Dispute Resolution Procedures

The aim of this Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly within the context of a small community-based

nonprofit organization. Every effort should be made to resolve the issue at the earliest possible stage, and at each step efforts will be made in order to avoid proceeding to the next step and to settle the issue amicably. Grievances should be raised without unreasonable delay, within 30 days of the incident to which the grievance refers.

If the following informal dispute resolution steps (steps 1-2) do not reach a satisfactory conclusion, parties are able to submit a formal written grievance (step 3) which the organization's leadership will act upon

Step 1.

CCNDHS encourages any party with a concern to firstly seek to bring up and attempt direct resolution of the dispute with the party involved.

Step 2.

If Step 1 does not achieve a resolution or is not immediately possible, the party should contact the Executive Director to engage in an informal discussion and gain support to proceed to a resolution. This step should be taken as soon as possible after an incident or dispute arises. The Executive Director and the party with the grievance should determine the next actions to resolve the situation.

If the grievance or dispute involves the Executive Director, guidance should be sought from the CCNDHS board president. Parties should contact the CCNDHS Office for current contact details for the most appropriate party.

Step 3.

If the party with a concern is not satisfied with the informal dispute resolution in the previous steps, they may submit a formal written grievance that the organization's leadership will act upon using the procedures outlined below.

A formal written grievance must be submitted using the attached grievance report form and submitted via mail or email to the Executive Director at bjansen@bonanzaville.com or 1351 Main Ave W, West Fargo. If the grievance concerns the Executive Director, it should be submitted to the CCNDHS board President at board@bonanzaville.com or 1351 Main Ave W, West Fargo. The matter will be referred to the CCNDHS board of directors' officers: the board president, board secretary, board vice president, and board treasurer. If the

grievance concerns a board officer a volunteer board member at large will be sought to serve in their place.

The party submitting the grievance has the right to:

- expect a response and invitation to a meeting to discuss the matter without unreasonable delay, and within 5 business days of CCNDHS receipt of the written grievance.
- appeal against the organization's decision within 30 days.

CCNDHS is committed to the highest standards of ethical conduct and community service. If a complaint remains unresolved following CCNDHS procedures, individuals or groups may appeal the decision by seeking assistance from the governing board of directors as a whole.