**Polk County Positive Behavior Support (PBS) Network**

**Grievance(s)**

**Policy and Procedure**

**Purpose:** Polk County Positive Behavior Support Network understands the importance of collaborating and communicating with member agencies. There are times when concerns, problems or complaints occur. The Network will resolve grievances in a respectful and expedited manner, assuring that all parties have an opportunity to be heard.

**Policy:** Polk County Positive Behavior Support Network will follow a consistent procedure for resolving grievances.

**Procedure:**

1.) Member(s) and/or member agencies are encouraged to problem solve any issues informally, by discussing the matter with the individual(s) affected.

2.) If problem solving does not resolve the issue, a member(s) and/or member agency is encouraged to complete a formal grievance in writing to the PBS Board President within a timely manner.

6.) Upon receipt of the unresolved written grievance, the Board President will place the grievance on the next Board Meeting Agenda for review. The member agency filing the grievance and any individual(s) named in the grievance will be invited to attend.

7.) The Board will make the final recommendation(s) for the grievance. The Board President will submit in writing within 10-business days from the meeting, a final recommendation for resolving the grievance. The decision of the Board is final.

8.) The Board President, in consultation with the Board, reserves the right to hear the grievance in a closed session, if needed.

**Updated: 8/15**

**Approved: Board 7/10**

**Date Created: 5/2010**