

Harmony Riders Association
PO Box 527
104 Shetler Road
Parish, New York 13131

Grievance Policy

Revised 3/21/14

The purpose of the grievance procedure is to give a structured path to members and non-members in resolving a complaint about any aspect of Harmony Riders Association, Inc. These would include, but not be limited to, club rules, show rules, other club functions, personal complaints, etc. This procedure will be divided into a members section and a non-members section.

Members:

Before a grievance is filed, members are asked to contact either the President or Chairman of the Board. Every effort will be made to resolve the matter in an informal friendly atmosphere. If the issue is able to be handled, the President or Chairman should retain an informal written report of the matter and how it was handled. This documentation should be kept only for future reference in case the same situation arises again and it needs to be referred back to.

If the member does not feel the complaint was resolved, are not happy with the outcome, or for some reason do not feel they can talk to either the President or Chairman of the Board, they may file a grievance form with the Board of Directors. These are available from the President, Chairman of the Board, Secretary, the clubhouse, or to be printed from this policy (page 2). A form is provided with the purpose of obtaining enough basic information to understand and discuss the incident, as well as obtain correct date, names, and signature. A grievance written on other paper will be accepted, but should be turned in attached to an official signed grievance form and contain all required information. A grievance should be turned in to a Board member or mailed to the post office box.

Upon receipt of the grievance by the Board, it will be reviewed at the next scheduled Board meeting. If the complaint must be handled immediately, a special meeting may be called or Board members may be polled by phone. The Board is responsible to meet a quorum in handling a grievance in order to ensure a fair decision. The decision of the Board is final. Depending on the nature of the grievance, individuals will be contacted in writing or a decision presented to the club at the next general meeting.

Non-members:

Non-members include spectators and member guests. A spectator wishing to lodge a complaint should go first to the committee in charge of the event. Most times they are able to handle immediately. If the complaint is not able to be handled, the committee in charge may provide a grievance form to the non-member. This should be turned in to either the committee or a Board member to be given to the Board for review. It may also be mailed. The Board of Directors will then follow the same policy as for members. A member guest should go through the member they are a guest of and that member should follow member procedure as described above.

**Harmony Riders Association, Inc.
Grievance Form**

Note:

Please refer to the Grievance Policy before completing this form. If attaching additional paper, please make sure all information is filled out completely.

Date of incident: _____

Location of incident: _____

Individuals involved: _____

Details of incident: _____

(use additional paper if needed)

Today's Date: _____

Name: _____

Signature: _____