



Grievance and Mediation Policy and Procedures

In order for all members to be treated fairly, and for the Guild's actions to not be perceived as malicious or discriminatory, and to afford a reasonable process to all concerned, the following procedures have been implemented.

These have been adapted from procedures adopted by the Modern Quilt Guild.

1. Tell us what is wrong.

Share your grievance to a Board Member, in person, by phone, by email, by text, or in writing. We will treat your information as confidential as described below.

2. If you would like to pursue a formal grievance, tell us what we need to know by written submission.

Please tell us as much as possible about your grievance, including what happened (it is helpful to provide context from the Guild Bylaws), when it happened, where it happened, who was present at the time, and what corrective action you would like the Board to take, if possible, recognizing the Board may not be able to act on it. It's always a good idea to document your recollection of events as soon as possible after it has happened to ensure the most complete and accurate report. Please safeguard any other materials, including photos or emails, that are related to the event.

3. What you can expect to happen. Response times are estimates and may need to change based on Guild needs.

- A. The grievance will be passed to the Vice President of Membership, who will acknowledge your grievance in writing within 7 calendar days of receipt.
- B. The Vice President of Membership, or their designee, will consider your grievance and may ask you for further details. This will happen within 28 calendar days of receipt of your grievance.
- C. During these 28 days, the review will be conducted in this manner: A Lead Reviewer will be appointed by the Board. The Lead Reviewer will be independent of the complaint. The Lead Reviewer will work with the Board to appoint two other Guild members who are independent of the complaint. This panel of three will discuss the issue with both parties.

4. The potential results of a review.

The following may occur:

- A. The reviewers may request an extension of time to more fully explore the facts of the grievance.
- B. The reviewers may make an offer to settle the issue on terms agreeable to both parties.
- C. The reviewers may offer to arrange a mediation session to resolve the problem.
- D. If all parties agree, a mediation meeting will be arranged. The reviewers will act as a neutral negotiator who will try to find an informal way of settling the grievance that satisfies both parties. The terms of any settlement agreed upon will be recorded in writing and signed by both parties who will then each receive a copy of the agreed settlement.
- E. The grievance may be dismissed. If the review process finds there are no grounds for the grievance, it will be dismissed, and you will be provided with a written explanation of the grounds for rejecting the grievance.
- F. The review panel will report to the Board within 30 days, or at least monthly until the issue is resolved.
- G. The review panel may make recommendations for Board actions, which may include, but are not limited to:
 - i. A written notice from the Board to the member, restating the Guild Code of Conduct Policy and emphasizing that further behavior that violates the Code of Conduct Policy may result in a formal discussion of the incident at a General Membership Meeting;
 - ii. Removal of the member from their committee chair position/s, or any position of responsibility they have within the Guild, including a recommendation for a removal vote from a Board Position;
 - iii. Any other action the Board considers prudent, within the current bylaws, recognizing that the bylaws do not currently allow for the removal of a member.

5. Preservation of records

When the issue is resolved, all records of the grievance, including emails and any other documents will be securely retained by the Board for a period of seven (7) years (or longer, if the Board deems it necessary for Guild business purposes) following the resolution date, after which they will be destroyed. Records will be treated confidentially and are subject to data protection legislation.

Adopted by the KCMQG Board, February 2026