



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF CENTRAL STARK COUNTY

Association Service Center

4700 Dressler Rd NW

Canton, OH 44718

(330)-491-9622 FAX (491)-8157

www.ymcastark.org

Abuse Prevention & Risk Policies For Parents, Guardians and Consumers

A foundational commitment of the Y is to provide a healthy atmosphere for the growth and development of children. Because of our concern, the Y has developed standards, guidelines, and training to aid in the detection and prevention of child abuse.

NOTE: For purposes of these policies, the term “consumer” is used to describe all vulnerable populations of people, with emphasis on youth (anyone under age 18) that we serve at our YMCA locations and in our programs.

The Y has zero tolerance for abuse and will not tolerate the mistreatment or abuse of consumers in its programs. Any mistreatment or conduct that rises to the level of abuse will result in intervention and disciplinary action, up to and including termination of employment or volunteer service and/or dismissal from the program. Our organization takes every allegation of abuse seriously and will cooperate fully with the authorities.

In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the Y will take the necessary steps to eliminate such behavior.

Grievance Policy for Parents/Guardians and Consumers

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the direct supervisor managing the program. However, to the extent the concerns relate to the direct supervisor, or to the extent a direct supervisor did not fully address a matter, parents/guardians and/or consumers may direct their opinions, suggestions, concerns, and/or questions to the next level of management (in many cases, this being the Associate or Branch Executive Director, District Executive Director or Vice President of Operations) or directly to the Human Resources & Risk Department.

To remedy concerns that appear to have been ignored or unresolved after initial reporting, this grievance procedure provides for a timely, thorough and objective investigation of the following concerns:

- Inappropriate Behavior by Employees/Volunteers;
- Inappropriate Behavior by Consumers;
- Retaliation; and/or
- Whistleblower complaints.

Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate a formal grievance.

NOTE: A blank Grievance Form can be found at the end of this policy document.

Grievances can be mailed to a member of the YMCAs Leadership Team. Reports should be mailed to:

**YMCA of Central Stark County
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Violations or suspected violations may be submitted confidentially or anonymously. However, those submitting the report are encouraged to include an address and telephone number where s/he may be contacted. To ensure a timely and effective response, complaints should include the following information to the extent possible:

- The name(s) of individual(s) involved;
- The date(s) the behavior occurred;
- The name(s) of any known witness(es);
- A summary of the conduct meriting the grievance including:
 - The behavior complained of and/or the alleged policy or legal violation(s);
 - Direct quotes when relevant and available; and
 - Any relevant documentation.
- The remedy sought by the parent/guardian and/or consumer making the complaint.

Grievance Process

- Consumers or parents/guardians who themselves have a complaint or who are aware of behavior meriting a complaint, must provide the information above via email to the direct supervisor of the program, next level of management and/or the Human Resources & Risk Department within 5-10 business days of the grievance to timely and objectively resolve the complaint.

- The direct supervisor, next level of management and/or the Human Resources & Risk Department will meet with the parent/guardian and/or consumer to hear their concern and attempt to resolve the complaint within 24-72 hours (about 3 days) of receiving the written complaint.
- Following that meeting, the direct supervisor, next level of management and/or the Human Resources & Risk Department will provide a brief written response to the consumer or parent/guardian who brought the complaint no later than 5 business days from the meeting date, including findings on the issues raised and relief sought.
- If the parent/guardian is not satisfied with the written response, they may submit an appeal to the Leadership Team no later than 5 business days from the time the written response was sent.
- The Leadership Team will hear and decide on the final appeal, will meet with the parent/guardian and/or consumer to hear their concern and attempt to resolve the complaint within 10 business days of the appeal being submitted.
- Following the appeal meeting, the Leadership Team will provide a written response no later than 5 business days from the meeting date. This allows for a quick resolution, but also time for investigation, including brief written findings on the issues raised and relief sought.

Confidentiality

The YMCA of Central Stark County will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation. If the organization determines a violation of policy or law has occurred, the Y will take appropriate action, up to and including termination and notification of external authorities.

Retaliation

This organization strictly prohibits retaliation against consumers and/or parents/guardians for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a retaliation report is valid, the organization will take appropriate remedial action, including discharging the individual(s) responsible. This organization will not retaliate against any consumer or parent/guardian for raising a complaint and will not knowingly permit retaliation by management or other employees.

Our Grievance Policy will be shared with consumers, parents, and guardians annually and any changes to this policy will be communicated in writing via email on file.



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Grievance Form for Parents/Guardians and Consumers

Branch: _____ Department: _____

Date of occurrence _____ Time of occurrence: _____ AM _____ PM

Individual Filing Grievance: _____

Role (i.e. Parent/Guardian or Consumer): _____

**Reports may be submitted anonymously*

Type of Complaint (select all that apply):

- _____ Inappropriate behavior by employees/volunteers;
- _____ Inappropriate behavior by members or program participants;
- _____ Retaliation; and/or
- _____ Whistleblower complaints

Describe the situation: What happened, where it happened, when it happened, who was involved, who was present, who was notified? If suspected abuse, was it reported to the State? _____

Other Individuals Involved/Witnesses to Complaint _____

Has this situation ever occurred previously? _____

Describe the remedy you seek. Please list all remedies sought as a result of bringing this grievance. What would you like to see happen to solve this issue?

Submitted by: _____ Phone Number _____

Signature: _____ Date _____

Reviewed by: _____

*Email completed form to [Human Resources & Risk Department](#)