

I2. Grievance and Concern Reporting Policy

At the YMCA of East Tennessee, we are committed to providing a safe, supportive, and respectful environment for all children, teens, and families. We value open communication and encourage parents, caregivers, members, and participants to share concerns, suggestions, or grievances.

Reporting concerns — including bullying, harassment, inappropriate behavior, or abuse — helps us protect the well-being of everyone in our care. We take every concern seriously and act promptly and thoughtfully.

How to Share a Concern:

Speak with program level leadership at your branch

Concerns should first be shared with:

- The Program Supervisor, or
- The Manager on Duty (MOD)

If the concern is not resolved, you may contact:

- The Executive Branch Director or Vice President of Operations at your branch
 - The Chief Operating Officer (if further review is needed)
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Filing a Formal Written Grievance

A formal grievance may be submitted at:

<https://www.ymcaetn.org/child-protection>

Please include:

- Your name
- Dates and times of the incident
- Whether the concern involves a person or a policy
- A clear description of what occurred
- Any suggested resolution

Providing detailed information helps us review and respond appropriately.

What You Can Expect from Us

When a written grievance is received, YMCA leadership will:

1. Acknowledge receipt and connect with you to discuss the concern.
2. Conduct a fair and timely review (typically within 10 business days).
3. Provide a written summary of findings and any planned next steps.

We will communicate respectfully and maintain confidentiality to the extent possible while conducting a thorough review.

Appeals Process

If you are not satisfied with the response:

1. You may appeal to the Chief Operating Officer.
2. If necessary, you may then appeal to the President/CEO.

Each level will follow the same review steps outlined above.

The President/CEO serves as the final decision-maker for grievance matters.

Our Commitment to Respect and Care

When you bring forward a concern, you can expect that:

- You will be listened to with care and respect.
- You will be thanked for speaking up.
- Your concern will be taken seriously.
- You will receive general information about next steps.
- You will be provided a contact person for follow-up.
- You will receive updates as the review progresses.

We believe speaking up protects our community and strengthens our organization.

Protection from Retaliation

The YMCA of East Tennessee strictly prohibits retaliation against anyone who reports a concern or participates in an investigation. We will not tolerate retaliation by staff, leadership, or participants.