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## Policy for Follow-Up with Individuals who Report Concerns or Complaints

The YMCA is committed to creating a safe environment for our employees, volunteers, and especially our youth and their parents/guardians. For that reason, we will treat every concern or complaint with the utmost seriousness and provide a timely, thorough, and objective response in every instance. When an individual shares a concern or complaint they will be:

1. Given the time and attention necessary to allow them to share their thoughts in person, if they feel comfortable doing so.
2. Thanks for sharing their concerns with the YMCA and for contributing to maintaining a healthy and safe environment for everyone.
3. Advised that their concern is being taken seriously and that action will be taken.
4. Reassured that they have done the right thing by reporting and that their communication is valued.
5. Informed, in general statements, of the steps that the YMCA will take in addressing the matter.
6. Given contact information for someone in the YMCA with whom they can contact should they become aware of additional information.
7. Provided regular updates of how the process is advancing.
8. Protected by the YMCA from any form of retaliation to the extent possible.