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## Procedure for Parent/Guardians and Youth to Report Concerns

The YMCA believes youth, and parents/guardians have valuable thoughts and insights to share regarding our operations. Accordingly, the YMCA encourages youth and parents/guardians to share opinions, suggestions, concerns, and/or questions about our policies, personnel, and/or other matters impacting the YMCA.

In general, the best person to initially bring opinions, suggestions, concerns, and/or questions to is the program Director. However, to the extent the concerns relate to the program Director, or to the extent a youth or parent/guardian believes the program Director did not fully address a matter, youth and parents/guardians may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to Executive Branch Leadership.

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

- \_\_\_\_\_ Inappropriate or suspicious behavior by employee(s)/volunteer(s);
- \_\_\_\_\_ Inappropriate or suspicious behavior by youth;
- \_\_\_\_\_ Inappropriate or suspicious behavior by a youth's parent/guardian in program
- \_\_\_\_\_ Retaliation; and/or;
- \_\_\_\_\_ Whistleblower complaints.

### Written Complaint Required for Formal Process

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

To ensure a timely and effective response, concerns should include the following information to the extent possible:

- 1) The name(s) of individuals(s) involved;
- 2) The date(s) the behavior occurred;
- 3) The name(s) of any known witness(es);
- 4) A summary of the conduct meriting the concern including:
  - a. The behavior complained of and/or the alleged policy or legal violation(s);
  - b. Direct quotes when relevant and available; and
  - c. Any relevant documentation.
- 5) The remedy sought by the youth or parent/guardian sharing the concern.

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## **Timeline**

Youth or parents/guardians who themselves have a concern or who are aware of behavior meriting a complaint, must provide the above-described written concern via email to the program Director within 5-10 business days. The program Director will meet with the youth or parent/guardian to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following that meeting, the program Director will provide a brief written response to the youth or parent/guardian who brought the concern no later than 10-15 business days that includes brief written findings on the issues raised and relief sought.

If the youth or parent/guardian is not satisfied with the written response, the individual who brought the concern may submit an appeal to a Branch Executive no later than 10-15 business days. The Branch Executive will meet with the youth or parent/guardian to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following that meeting, the Branch Executive will provide a written response to the youth or parent/guardian who brought the concern no later than 10-15 business days that includes brief written findings on the issues raised and relief sought.

The CEO is the final arbiter of reported concerns at the YMCA.

## **Investigation**

The program Director, Branch Executives and/or the CEO will thoroughly investigate the issues raised in the concern 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 YMCA determines a violation of policy or law has occurred, the YMCA will take appropriate action, up to and including termination and notification of external authorities.

## **Retaliation**

The YMCA strictly prohibits retaliation against youth and/or parents/guardians for reporting, filing, testifying, assisting, or participating in any manner in any investigation, proceeding or hearing conducted by the YMCA or a federal or state law enforcement agency or court. Youth and/or parents/guardians should report any suspected retaliation to the program Director, Branch Executives, and/or CEO immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the YMCA will take appropriate remedial action, up to and including discharging the individual(s) responsible. The YMCA will not retaliate against any youth or parent/guardian for raising a concern and will not knowingly permit retaliation by management or other employees.

## **Publication and Communication to Youth and Parents/Guardians**

This Procedure for Youth and Parents/Guardians to Report Concerns must be shared with all youth and parents/guardians annually and must be included in any organization

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handbook or manual. Any changes to this policy will be communicated in writing to youth and parents/guardians via email on file.