

**EAST ISLES RESIDENTS ASSOCIATION (EIRA)
COMPLAINT & GRIEVANCE POLICY**

Consistent with EIRA’s adopted bylaws and its adopted Conflict of Interest (COI) policy, without intent to replace or void those documents, and consistent with applicable federal, state or local laws governing such matters, this policy is intended to supplement the preceding by expressing EIRA’s commitment to strive to resolve complaints or grievances in an effective and efficient manner.

Any complaint against EIRA, or any of its activities, shall be made in writing and directed to a meeting of the EIRA Board of Directors, which shall address the complaint at the next regularly scheduled meeting of the EIRA Board, provided the Board has received the complaint at least five (5) days before the Board meeting. Otherwise the matter will be taken up by the EIRA Board at its most immediate meeting thereafter. The Board shall respond in writing, regarding a decision on the merit and proposed solution of the complaint within thirty (30) days of the meeting at which the complaint was addressed.

Alternatively, the EIRA Board may choose to rely on a process similar to that identified in Article III “Procedures” of EIRA’s adopted Conflict of Interest policy.

If a matter is not successfully resolved at the EIRA Board level, consideration may be given to seeking assistance of outside entities, as may be appropriate or relevant, such as the City of Minneapolis Neighborhood and Community Relations (NCR) Department which has grievance procedures to address its Community Participation Program (CPP) neighborhood guidelines and active contracts with neighborhood organizations, as well as disability-related matters.

This policy will be distributed to all EIRA Board members and alternates, committee members, and EIRA appointees, and to any person requesting a copy of the policy. The policy will be made available on any web site that EIRA may develop, and will be published from time to time in any newsletter that EIRA may develop.

Any amendment(s) to this policy should be attached, indicate the date of amendment(s) adopted by the EIRA Board, contain the signature of the then current EIRA President (or next highest ranking officer) at the time of adoption, and a witness signature.

Original Policy Adopted by EIRA Board on: July 10, 2012

Signed by EIRA President (Dan McLaughlin): _____

Witnessed by EIRA staff person (Monica Smith): _____