

## External Grievance Policy

Pro Bono Counseling (PBC) takes grievances made against the organization, its board and staff members, its interns, or its volunteers by community members very seriously. If a client, donor, or other individual outside of PBC would like to file a grievance against the organization, an individual staff member, an intern, or a volunteer, they can do so in a variety of ways:

- A client, donor, or other individual wishing to make a *verbal* grievance will be provided with the phone number and general office hours of the appropriate manager or director
- A verbal grievance can be made to the appropriate department manager or director:
  - Any grievances regarding the WARMLine staff or program can be directed to the WARMLine Manager
  - Any grievances regarding the clinical staff, volunteer clinicians, or clinical program can be directed to the Clinical Director
  - Any grievances regarding operational staff or program can be directed to the Director of Communications
  - Any other grievance, including grievances regarding board members, can be directed to the Executive Director, or the President of the Board of Directors
- A client, donor, or other individual wishing to submit a *written* grievance will be provided the PBC Grievance Form
- The completed PBC Grievance Form may be submitted in the following ways:
  - Via fax to 410-825-1388
  - Via mail to 5900 Metro Drive, Baltimore MD 21215
  - Via email to [Info@ProBonoCounseling.org](mailto:Info@ProBonoCounseling.org) or the email of the appropriate department manager or director

Grievances may be submitted anonymously, or the individual can choose to identify themselves.

All grievances will be responded to within five business days. All grievances will be thoroughly reviewed and documented by the appropriate manager or director. The accused staff member, intern, or volunteer will be notified that a grievance has been submitted and will be given the opportunity to discuss the grievance. After this discussion, it will be determined if disciplinary action will be taken.

Documentation of the grievance will be saved in the “Grievances” folder.

Internal personnel matters will not be discussed in detail with the client, donor, or other individual that has submitted the grievance. A general update may be provided (*i.e. that the grievance has been shared with the accused party, that staff has been reminded of proper conduct, etc.*). If the client, donor, or other individual making the complaint feels that their grievance was not sufficiently handled, they may appeal the grievance to the organization’s Executive Director or the President of the Board of Directors.

## Internal Grievance Policy

Pro Bono Counseling (PBC) takes grievances made against the organization, its staff members, its interns, or its volunteers by its own staff members, interns, or volunteers very seriously. If a staff member, intern, or volunteer of PBC would like to file a grievance against the organization, an individual staff member, an intern, or a volunteer, they can do so in a variety of ways:

- If the staff member, intern, or volunteer is comfortable speaking with the party that has caused concern, they are encouraged to speak to the party directly
- If the staff member, intern, or volunteer is unwilling or unable to speak with the party that has caused concern, they should contact their direct supervisor or contact person and submit a written grievance using the Employee Grievance Form
- If the staff member or volunteer's direct supervisor or contact person is the cause of concern or the staff member or volunteer feels the direct supervisor or contact person did not sufficiently handle their grievance, they may contact the Executive Director
- If the Executive Director is the cause of concern or the staff member or volunteer feels the Executive Director did not sufficiently handle their grievance, they may contact the President of the Board of Directors

Grievances may be submitted anonymously, or the individual can choose to identify themselves.

All grievances will be responded to with five business days. All grievances will be thoroughly reviewed and documented by the appropriate manager or director. The accused staff member, intern, or volunteer will be notified that a grievance has been submitted and will be given the opportunity to discuss the grievance. After this discussion, it will be determined if disciplinary action will be taken.

Documentation of the grievance will be saved in the "Grievances" folder.