

ATTACHMENT A Grievance Procedure

Please contact SCA with issues related to your service assignment, training, supervision, or housing as early as possible. Most problems can be resolved through open communication between you, your supervisor, and SCA. If you are faced with an issue during your internship, the steps toward resolution are outlined in the **Informal Resolution Procedure**:

- First, attempt to **settle the problem with the other party** on a one-on-one basis.
- If this attempt is unsuccessful, attempt to settle the problem by **involving your supervisor**.
- If involving your supervisor is unsuccessful, attempt to solve the problem by **working with your SCA Member Advisor**. Your Member Advisor will facilitate conversation between your supervisor and/or additional SCA staff to assist in moving the issue to resolution.
- If your Member Advisor is unable to resolve the issue, your **Member Advisor will bring the issue to SCA program management and identify a resolution** based on the details of the specific situation.
- If you determine that this resolution is unsatisfactory, you may **write to the Operations Director** for your program outlining the issue and your requested resolution. This letter must be submitted within 30 days of the initial issue.

Formal Resolution Procedure

In the event that informal efforts to resolve the dispute are unsuccessful, the Formal Resolution Procedure is open to any impacted individuals, including AmeriCorps members, labor unions, and other interested individuals. The following procedures are not limited to any subject matter but could include issues such as assignments, evaluations, suspensions, or release for cause; and issues related to non-selection of members, displacement of employees, or duplication of activities by AmeriCorps.

Alternative Dispute Resolution

Alternative Dispute Resolution will be initiated within 45 calendar days of the alleged occurrence. The process will be aided by a neutral party and the neutral party will not compel the resolution. The proceeding will be informal, and the rules of evidence will not apply. With the exception of the written agreement, the proceedings will be confidential. If the matter is resolved, the terms of the resolution will be recorded in a written agreement, and the Member agree to forego filing any formal grievance on the matter under consideration. At the initial session of the dispute resolution proceedings, the Member will be advised in writing of the right to file a formal grievance and right to arbitration. If the matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the aggrieved party will be informed in writing of the right to file a formal grievance.

Grievance Hearing

The aggrieved party must make a written request to a grievance hearing to the Program Director. Except for a grievance that alleges fraud or criminal activity, a request for a hearing must be made within one year after the date of the alleged occurrence. The grievance must clearly outline the matter of concern or dissatisfaction and indicate the personal relief requested.

The Program Director will arrange and conduct one or more pre-hearing conferences at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing. They are intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at a hearing. The format of pre-hearing conferences may be flexible, involving meeting with one party at a time and/or with both parties together.

If a hearing is held on a formal grievance, it will be conducted no later than 30 calendar days after the filing. A decision on any such filed grievance will be made no later than 60 days after filing. The neutral party will not be involved in the formal grievance process. Communications or proceedings of the alternative dispute resolution process will not be referred to or introduced into evidence at the grievance or arbitration hearing.

Binding Arbitration

The filing party may submit the grievance to binding arbitration if the decision of the hearing is adverse to the grievance, or if no decision has been reached in 60 days. A qualified arbitrator will be jointly selected and independent of the interested parties. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the parties, the Corporation for National and Community Service (AmeriCorps) will appoint an arbitrator.



An arbitration proceeding will be held no later than 45 calendar days after the request for arbitration, or 30 calendar days after an arbitrator is appointed by AmeriCorps. An arbitration decision will be made no later than 30 calendar days after the arbitration commences.

The cost of the arbitration proceeding will be divided evenly between the parties to the arbitration. If the Member, labor organization, or other interested individual prevails under a binding arbitration proceeding, the Student Conservation Association will pay the total cost of the proceeding and the attorney's fees of the prevailing party.