



## Grievances

To submit a grievance, please review Canine Partners of the Rockies' policy and procedure, then complete the form included below. Return the form to [kyle@cpotr.org](mailto:kyle@cpotr.org), or [boardchair@cpotr.org](mailto:boardchair@cpotr.org).

### Grievance Policy

Canine Partners of the Rockies Executive Director and Board Chair will be included and consulted in all inquiries, concerns, problems, or grievances from the public. It is Canine Partners of the Rockies' policy to recognize concerns and grievances and to follow through with a goal toward resolution.

### Grievance Procedure

Concerns, problems, grievances or other issues from staff, volunteers, applicants, clients, and partnerships will be addressed as follows:

No later than four weeks after the event, the aggrieved person will complete a Grievance Form which is the complaint's basis.

Inquiries and/or concerns will be acknowledged within two weeks of receipt, documented in the appropriate Canine Partners of the Rockies file, and an appropriate investigation will be initiated.

The Executive Director will be included and consulted except in an instance where the Executive Director is voicing the inquiry or is the cause of concern, in which case the Board Chair will be included and consulted.

At the Executive Director's discretion, the Board Chair will be consulted.

Any issues which cannot be resolved by the Executive Director, or the Board Chair will be presented to the Board of Directors for resolution.

Any person expressing a grievance or concern is entitled to a formal, written response from the appropriate CaPR representative.

Should the need for external recourse arise, CaPR and/or the aggrieved person shall have the right to pursue the issue in accordance with applicable laws of the State of Colorado.

Concerns, problems, grievances, or other issues of disagreement related to any signed agreement or contract will be resolved in accordance with the terms of the governing document.



## Grievance Form

*Attach additional pages as needed.*

### Section 1. Your contact information

*We strongly suggest you complete the following information so that you can be contacted about the status of the grievance. However, if you prefer to remain anonymous, please do not complete Section 1.*

<b>First Name</b>	<b>Last Name</b>
<b>Address</b>	
<b>Main phone</b>	<b>Email address</b>
<b>Alternate phone</b>	

### Section 2. Information on the grievance

**What is this grievance about? Describe the details of the grievance; include as much detail as possible. Use additional paper as needed.**



**Do you have evidence or documents in your possession that relate to this grievance? If yes, list the evidence below.** *Sample supporting evidence includes, but is not limited to, cancelled checks, bank records, invoices, letters, emails, printed solicitations, brochures or flyers. Attach copies of the documents relating to this complaint to this form, or attach to an email sent to the same person to whom this grievance is presented.*

**Section 3. Resolution of the grievance**

**What action has already been taken to try and resolve this grievance?**

**What outcome do you seek from filing this grievance?**

Signature \_\_\_\_\_ Date \_\_\_\_\_