

Grievance Policy for Razzberry's Tech Services Inc.

1. Purpose

The purpose of this Grievance Policy is to provide a clear and fair process for addressing grievances raised by staff, volunteers, clients, and stakeholders of Razzberry's Tech Services Inc. We are committed to fostering an environment of open communication, trust, and mutual respect.

2. Scope

This policy applies to all staff, volunteers, clients, and stakeholders associated with Razzberry's Tech Services Inc.

3. Definition of a Grievance

A grievance is any concern, complaint, or issue raised by an individual related to their experience with Razzberry's Tech Services Inc., including but not limited to:

- Treatment by staff or volunteers
- Discrimination or harassment
- Safety concerns
- Service quality or delivery issues

4. Procedure for Raising a Grievance

Individuals wishing to raise a grievance should follow these steps:

Step 1: Informal Discussion

- The individual should attempt to resolve the issue informally by discussing it directly with the person involved or their immediate supervisor.

Step 2: Written Grievance Submission

- If the issue is not resolved informally, the individual may submit a written grievance to the Executive Director, outlining the nature of the grievance, relevant details, and any steps taken to resolve the issue informally.

5. Grievance Review Process

Upon receiving a written grievance, the Executive Director will initiate a review process that includes the following steps:

Step 1: Acknowledgment

- The Executive Director will acknowledge receipt of the grievance within five (5) business days.

Step 2: Investigation

- An investigation will be conducted to gather all relevant information. This may include

interviewing the individual raising the grievance, the person(s) involved, and any witnesses.

Step 3: Resolution

- Following the investigation, the Executive Director will determine the appropriate resolution and communicate the findings to the individual who raised the grievance within fifteen (15) business days.

6. Appeals

If the individual is not satisfied with the resolution, they may appeal the decision to the Board of Directors within ten (10) business days of receiving the resolution. The Board will review the appeal and provide a final decision within thirty (30) business days.

7. Confidentiality

All grievances will be treated confidentially. Information will only be shared with those directly involved in the resolution process.

8. No Retaliation

Razzberry's Tech Services Inc. prohibits any form of retaliation against individuals who raise grievances in good faith.

9. Review and Updates

This policy will be reviewed annually and updated as necessary to ensure its effectiveness and relevance.

Signature: *Mitchell Laframboise*

Name: Mitchell Laframboise

Title: Executive Director

Date: 07 October 2024