

## Grievance Form

Woman Within strives to provide excellent service and resources to members of our community and women learning about our organization. Any woman who believes she has a legitimate grievance may file a complaint with our Ombudswoman. A woman who believes she has been adversely affected by an act or decision of Woman Within has the right to process a grievance in accordance with the following procedures, which are intended to provide an immediate and fair resolution.

Woman Within defines grievance as any serious injustice or wrong that adversely affects an individual.

In keeping with Woman Within training, you are encouraged to resolve this grievance using the PIES Clearing Model. Woman Within expects that you will attempt a resolution with the woman with whom you have a grievance prior to filing a complaint. If

you are unfamiliar with the PIES Clearing Model, the Ombudswoman can facilitate this resolution.

Your conversations with the Ombudswoman will be kept confidential; however, if your grievance includes an issue that puts other women at risk, the Ombudswoman will notify the Woman Within Board of Directors so that appropriate steps can be taken to ensure the safety of others. You will be notified if your grievance is shared with the Board of Directors.

All times given in the policy to follow are usual and customary. There may be an instance when Woman Within's response is delayed due to unforeseen circumstances. Thank you for your patience and understanding.



### Please check all that apply to your situation:

I had a clearing with the person(s) involved and the issue has not been resolved.

I did not have a clearing with the person(s) involved.

The cause of this grievance occurred while learning about, registering or attending a training offered by Woman Within.

This grievance occurred while I was in my role as a member of the Woman Within facilitation or leadership team.

## The Process

PLEASE FILL OUT YOUR CONTACT INFORMATION

**Name**

**Mailing Address**

**Preferred Phone**

**Email**

STEP ①

### Tell us about your attempt to resolve the grievance on your own.

I had a clearing with *(name)*

on *(date)*

What was the outcome?

What was your desired outcome?

I did not have a clearing with the woman/women involved.

Explain why you did not have a clearing. [Click here to enter text.](#)

STEP ②

## Tell us about the grievance.

Specify the law, ordinance, policy, or rule that was violated and how it adversely affected you.

Explain how you were unfairly treated; include name(s), date(s), and all facts related to this situation.

What do you consider to be a just and fair resolution to your grievance?

The Ombudswoman will contact you within fifteen (15) days of receiving this form to establish a meeting /conference call with the objective of resolving the matter. However, in no case shall the initial meeting/ conference call be conducted more than forty-five (45) days after receipt of the written complaint.

## STEP ③

### Request a hearing.

Within fifteen (15) days of the informal meeting/conference call, if no decision has been made by the Ombudswoman or the decision of the Ombudswoman is not to your satisfaction, you may request a hearing with the Woman Within Board of Directors by submitting a written request to the Governance Director. The Governance Director or her delegate will contact you within ten (10) days of your written request.

The Board of Directors may, at their choice, designate a committee to hear the complaint. Any such hearing shall be held at the next regularly scheduled meeting of the Board of Directors, but in no case shall the hearing be scheduled more than sixty (60) days after the request for the hearing.

In discussing the grievance, you may designate any person of your choice to attend with you and participate in the discussion. If you are represented by legal counsel, please inform Woman Within of this at least five (5) days in advance of the planned discussion. Woman Within has the right to postpone the hearing for an additional five (5) days if you do not notify Woman Within of your legal counsel five (5) days in advance of the hearing.

The Ombudswoman will participate in the discussion of the grievance when it is brought before the Board of Directors.

The Board of Directors shall issue a written decision on the matter within fifteen (15) days of the hearing. This decision will be the final step of the grievance process.

By typing my name below, I affirm that I have read and agree to the terms of this policy.

**Your Name**

**Date**

### Contact Info

OMBUDSWOMAN: [Ombudswoman@WomanWithin.org](mailto:Ombudswoman@WomanWithin.org)

GOVERNANCE DIRECTOR: [Governance@WomanWithin.org](mailto:Governance@WomanWithin.org)

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