

## **IOWA ORGANIZATION FOR VICTIM ASSISTANCE GRIEVANCE PROCEDURE**

Any client/member of the Iowa Organization for Victim Assistance (IOVA) who believes that he or she has a legitimate grievance may personally or by a representative, file a complaint with the IOVA president. If the complaint is against the President, notice shall be sent to the Vice President whom shall then arrange the appropriate meetings. Any person who believes he or she has been adversely affected by an actor decision of IOVA has the right to process a complaint or grievance in accordance with the following procedures.

**STEP 1:** The aggrieved person should submit a written statement to the president of IOVA detailing the nature of the complaint and facts upon which the allegation is based. The president shall contact the complainant no later than fifteen (15) days after receiving the written statement to establish an informal meeting with the objective of resolving the matter informally. However, in no case shall the informal meeting be conducted more than forty-five (45) days after receiving the written complaint.

**STEP 2:** Within fifteen (15) days of the informal meeting, if no decision has been made by the president or the decision of the president does not satisfy the complainant, he or she may request a hearing with the IOVA Board by submitting a written request to the president. The Board may, at their choice, designate a committee to hear the complaint. Such hearing shall be held at the next regularly scheduled IOVA meeting, but in no case shall the hearing be scheduled more than sixty (60) days after the request for the hearing. A special meeting of the IOVA Board may be scheduled for the sole purpose of hearing the complaint.

**STEP 3:** In discussing the grievance, the complainant may designate any person of his or her choice to appear with him or her and participate in the discussion, except if the complainant is represented by legal counsel the president shall be informed five (5) days in advance. If the president is not informed five (5) days in advance of legal representation, IOVA has the right to postpone the hearing for an additional five days. The IOVA Board shall require the president to participate in the discussion of the grievance when it is brought before the Board. The Board shall issue a written decision on the matter within fifteen (15) days, and the decision of the Board shall be the final procedure for the complainant.

There shall be a written documentary prepared of the discussion and decision of the IOVA Board.