

COMPLAINT POLICY
HANDLING OF COMPLAINTS FROM UNITS

Policy # 34-224-1

Approved Executive Committee -11/14/23

Approved Board of Directors –

A member's complaint about his unit should be handled at the unit level, if possible. The State Executive Committee should only become involved if all attempts at resolving the issue within the unit have failed.

Directors have a Duty of Care as described in California nonprofit law. Any BCHC Executive Committee member who receives a complaint from a unit member must send a timely email about the complaint to the BCHC President and all Executive Committee members who can then give input as to whether it should be considered an issue in need of a resolution. The Executive Committee will then meet and if, after discussion, a majority feels the issue needs a state level intervention and resolution, the BCHC President will appoint three members of the Executive Committee to a Complaint Subcommittee to investigate the complaint.

The Complaint Subcommittee members will determine the facts of the complaint, specifically the who, what, when, where and why, reporting these facts to the Executive Committee no later than 15 days after appointment to the Complaint Subcommittee. If the complaint is about the behavior of a person(s), then it should be referred to the BCHC President and his Conflict Resolution Committee as outlined in Policy #34-0223-2.

Only members of the appointed Complaint Subcommittee shall interact with the unit. Other members of the Executive Committee, if contacted, must refer all contact from a unit back to the Subcommittee.

The first step of the Complaint Subcommittee should be to review the unit's bylaws to see if the solution is contained therein. The second step is to determine whether BCHC Bylaws or policies are being violated. The Complaint Subcommittee will document and keep records of all information collected, including what the unit has done to resolve the issue (per Subcommittee Policy #34-0222-1). In addition, Complaint Subcommittee members will give their thoughts concerning the background of the complaint and recommend corrective action to the Executive Committee.

The BCHC President will call for a meeting of the Executive Committee and, if a majority agree with the findings and recommendations of the Complaint Subcommittee, they will empower the BCHC President to act with the unit's leadership and/or members to resolve the issue.

Since BCHC units are scattered widely throughout the state of California and in-person meetings are difficult to arrange, digital communication (Zoom meetings, email correspondence, etc.) is permitted during this process.

DRAFT