

GRIEVANCE AND APPEALS:

Step 1. The person affected must present his/her complaint in writing to the Chairperson of Smoky Mountain Service Dogs or any other active Board of Director Officer. The Chairperson/Officer will contact the person filing the complaint either by telephone/email or personal meeting within ten working days of receipt of the complaint. The Chairperson/Officer must present a written decision regarding disposition of complaint within ten working days following the initial contact with the complainant. If the response or action regarding the complaint is satisfactory, the procedure will terminate at this point. This policy is also applicable to contract employees of Smoky Mountain Service Dogs, although contract employees must first go through their appropriate chains of command prior to referring the complaint to the Chairperson / Officer of Smoky Mountain Service Dogs.

If the person is not satisfied with the response, he/she reserves the right to present the complaint to the Board of Directors. This must be done no later than the second board meeting following the written disposition.

Step 2. The person must present the complaint in writing to the Board of Directors. The Chair shall invite the complainant to attend the scheduled board meeting and present his/her complaint to the Board of Directors and within ten days after the meeting, the Board of Directors must provide a written decision regarding the disposition of the complaint within ten working days of the meeting.

The decision of the Board of Directors is final.