

GRIEVANCE PROCEDURES

Links is committed to the quality of service experience each member receives. Every attempt is made to assist members in settling problems related to their AmeriCorps service experience or residential life. In most cases, issues are resolved informally using the following Informal Resolution Procedure.

Informal Resolution Procedure

- A. First attempt to settle the problem with the other party on a one-to-one basis.
- B. If this attempt is unsuccessful, attempt to settle the problem by involving the Education Award Program Coordinator.
- C. If this attempt is unsuccessful, address the issue with the Links Operations Manager.
- D. If the problem is not resolved by involving the Operations Manager, arrange for a meeting with the NCSP Executive Director.

Formal Resolution Procedure

In the event that informal efforts to resolve disputes are unsuccessful, AmeriCorps members, labor unions and other interested individuals may seek resolution through the following grievance procedures. These procedures are intended to apply to service-related issues, such as assignments, evaluations, suspensions, or release for cause, as well as issues related to non-selection of members, and displacement of employees of sponsor organizations, or duplication of activities by AmeriCorps.

Grievance Hearing

The aggrieved party must make a written request for a grievance hearing to the Executive Director. A request for hearing must be made within one year after the date of the alleged occurrence.

The Executive Director will arrange for one or more pre-hearing conferences at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing. They are intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at a hearing. The format of pre-hearing conferences may be flexible, involving meeting with one party at a time and/or with both parties together. The Executive Director conducts pre-hearing conferences.

A member of the parent organization selected by the Superintendent of ESD 112 or his/her designee will conduct the hearing. The hearing will be held no later than 30 calendar days after the filing of the grievance, and a written decision shall be made no later than 60 calendar days after filing.

Binding Arbitration

An aggrieved party may request binding arbitration if a grievance hearing decision is adverse, or if no decision is made within 60 days of the filing of the grievance. The arbitrator must be independent and selected by agreement of the interested parties. If the parties cannot agree on an arbitrator, the Corporation for National and Community Service Chief Executive Officer will appoint one within 15 days after receiving a request from one of the parties.

An arbitration proceeding will be held no later than 45 calendar days after the request for arbitration, or no later than 30 calendar days after the appointment of an arbitrator by the Corporation's CEO. An arbitration decision will be made no later than 30 calendar days after the commencement of the arbitration proceeding.

ACTION	TIME LIMITS
GRIEVANCE FILED	Within one year of alleged occurrence
PRE-HEARING CONFERENCE	One or more to be held before Grievance Hearing
GRIEVANCE HEARING	Within 30 days of filing grievance
DECISION	Within 60 days of filing grievance
REQUEST FOR BINDING ARBITRATION	Within 60 days of filing grievance if no decision has been reached, OR Within 30 days of grievance hearing decision, if the decision is adverse to grievant
BINDING ARBITRATION HEARING <i>(when interested parties agree upon an arbitrator)</i>	Within 45 days after request for binding arbitration
BINDING ARBITRATION HEARING <i>(when interested parties cannot agree upon an arbitrator)</i>	One of the interested parties must request the Corporation for National and Community Service (CNS) to appoint an arbitrator. CNS will do so within 15 days after receiving this request. The Binding Arbitration Hearing will take place within 30 days after the Corporation for National and Community Service appoints an arbitrator.
BINDING ARBITRATION DECISION	Within 30 days of binding arbitration hearing