



## **GVHS GRIEVANCE COMMITTEE**

### **PURPOSE:**

The GVHS Grievance Committee is established to privately and fairly evaluate the validity of any grievances and to recommend appropriate action to the Board of Directors. The Committee acts autonomously in fulfilling their duties. The Committee will only take official action when a formal grievance has been received.

### **RESPONSIBILITIES:**

The grievance process is designed to resolve problems or perceived problems. Because of the nature of the internet, the Board of Directors of the GVHS has a very firm stance on taking precipitous actions based on unsubstantiated allegations, defamation or general mudslinging, particularly when it is apparent that its being generated or incited by one individual.

### **DEFINITIONS:**

- 1.) Informal Complaint- If a member feels there is an error on a registration, a transfer, show points or any other day to day business type issues, the procedure is to first contact the GVHS office at [gvhs@vanners.org](mailto:gvhs@vanners.org), or by telephone at 888-520-9777 ext. 1, or send a letter to **GVHS, PO Box 317, Florala, AL 36442**. Most of these types of complaints may be simple errors or misunderstandings and can be easily resolved. If this type of issue is not able to be resolved by the GVHS Administrative office, then it can become a Formal Grievance.
- 2.) Formal Grievance- A formal grievance may be a registry business issue that has not been able to be resolved with the GVHS office representative, or it may be an ethics grievance, or other serious grievance requiring the attention of the Board of Directors.

### **PROCEDURE:**

#### **Process for Formal Grievance-**

- a. The person making the grievance will complete and submit a GVHS grievance form along with the grievance investigation fee and any current or additional documentation.
- b. The GVHS Administration office will contact the Grievance Committee and provide them with any documentation and information already accrued regarding the grievance.
- c. The committee will review and send a copy of the grievance to the person(s) about whom it was written, giving them the opportunity to respond and resolve it informally with the sender, if possible.
- d. If the person about whom the report was written resolves the matter with the sender, he/she may submit that information to the GVHS office to be sent to the Grievance Committee. The Committee will appropriately file the information but will take no further action. The report and any informal resolution of the matter will remain on file.
- e. If at any time the sender of the grievance feels the matter is fully resolved, they may request that the grievance be withdrawn. In this case the Committee will remove all copies of the initial information regarding the grievance from the files of the GVHS.
- f. Based on the content of the responses and the response from the accused, the Committee