

Complaints, Discipline, and Appeals Procedure February 9, 2000

This document provides procedural details to be followed at KCR when addressing complaints, administering discipline, and lodging appeals. The associated governing policy and other required definitions can be found in the *KCR Complaints, Discipline, and Appeal Policy*.

DEFINITIONS

Concern

An issues that arises for a member as a result of the day-to-day business of KCR.

1.0 COMPLAINTS

Members are encouraged to address all concerns directly and verbally with the individual most involved:

| Concern toward: | Discuss the concern with: |
|--|----------------------------|
| an individual member | KCR member involved |
| programming content | Programming Coordinator |
| a committee | associated committee chair |
| administrative matters concerning the KCR office | Station Manager |

In situations where the concern cannot be resolved verbally, a complaint form can be completed and submitted according to the following:

| Nature of complaint: | Submit complaint form to: | CC complaint form to: |
|--|--------------------------------|--|
| programming content | associated department* chair | Programming Coordinator, Station Manager |
| volunteer conduct | the associated committee chair | Station Manager |
| member conduct (non-volunteer) | Station Manager | |
| toward a Committee Chair | Station Manager | |
| Station Manager, Sponsorship Director, and other paid individuals | Personnel Committee | |
| office related | Station Manager | |

+ Music, Spoken Word, Public Affairs

Complaints are addressed by individuals as designated in the above table.

2. DISCIPLINE

From time to time, it will be necessary to discipline a member in relation to conduct and as directed in the *Complaints, Discipline, and Appeals Policy*. Individuals are given authority for discipline through their job descriptions – see descriptions of Committee Chairs for more details in the Personnel Binder.

3.0 APPEALS

Disciplinary actions can be appealed. The appeal is pursued in relation to the origin of the disciplinary action according to:

| Disciplinary action delivered by: | Initial Level of Appeal | Final Level of Appeal: |
|--|--------------------------------|-------------------------------|
| Committee Chair | Station Manager | Appeals Committee |
| Station Manager | n/a | Appeals Committee |

Appeals are conducted in writing. The appellant should submit an appeal form providing the details of the situation and clearly indicating what action she or he suggests should occur. Details include:

- rationale
- any policy in support of the individual’s position
- supporting evidence as appropriate

The individual or committee toward which the appeal is lodged will provide a decision in writing within 5 weeks of delivery of the letter.

4.0 ABSENCE

From time to time, the individuals identified in this procedure may be absent from their KCR positions. During these times, the following alternates are responsible in their place:

| Absent individual: | Designated alternate: |
|---|---------------------------------|
| Committee Chair (except Chair of Personnel Committee) | Station Manager |
| Chair, Personnel Committee | Vice Chair, Personnel Committee |
| Station Manager | Acting Station Manager |

At all time, the Appeals Committee should maintain a sufficient number to address appeals (see *Policy, Procedures, and Rules Committee – Terms of Reference*). It is only in situations where the Appeals Committee is unavailable to address an appeal within the required time-frame that the Board of Directors shall hear an appeal directly.