

Richmond Road Runners Club

COMPLAINT RESOLUTION PROCESS

Board Approved: 10/11/2017

Overview

The Richmond Road Runners Club (RRRC) recognizes that conflicts may occur among RRRC members, community members, race directors, RRRC partners and RRRC officers/directors. RRRC has established this Complaint Resolution Process (CRP) to provide guidance and help members find ways to resolve conflicts at the local level.

Informal Complaint Resolution

If an individual has a concern or a complaint regarding an RRRC event, an RRRC policy, or RRRC governance, the first step is to speak with a responsible person (e.g., a race director or board officer) and seek understanding or resolution. The responsible person should listen to the concern or complaint, clarify understanding of the specific issue(s), and explain RRRC's actions or policies. Communications by both parties should be thoughtful and specific, and should not include threats, personal attacks, accusations, or use inflammatory language. If the issue does not appear to be resolved, the responsible party should advise the complainant that RRRC has a formal complaint resolution process.

Submission of Written Complaint

If an individual member of RRRC or a RRRC board member has a concern about RRRC's governance or violations of RRRC's stated policies, including a possible violation of a member code of conduct, that individual should submit, in writing, a request to review the concern with RRRC's board of directors at the next scheduled meeting, or sooner if circumstances warrant an emergency meeting.

Complaints should be of a nature to address concerns of theft, fraud, failure to follow bylaws or stated RRRC policies, failure to file required tax forms, unethical behavior including profiting from board service, serious and repeated violations of the code of conduct, improper elections, or other serious governance infractions. Individuals should avoid bringing personality conflicts to RRRC's board of directors.

The written request to address a concern(s) should be sent as an e-mail or certified letter to the RRRC's president, with a copy to the other officers of the board or to the entire board of directors, to ensure that all parties are aware of the concern. The communication should outline specific concerns without making threats, personal attacks, accusations, or using inflammatory language.

Response to the Complaint

RRRC's board of directors will take action to review the complaint in a timely manner.

Acknowledgment of complaint. Within three (3) business days of receipt of a written complaint, the RRRC president or another officer of the board will acknowledge by e-mail or certified letter that RRRC's board of directors has received a letter of complaint.

Meeting to review complaint

Within thirty (30) days of receipt of a written complaint, the board will discuss the complaint at an officially scheduled in-person or teleconference board meeting. The meeting may be scheduled beyond the 30-day window with the agreement of the complainant.

The meeting will provide the complainant with an opportunity to present the complaint or concern in person, setting forth the facts as they see them, and allow for board deliberation where all board members should be allowed to ask questions and express opinions about the matter.

The board may set a reasonable time limit for hearing the complaint. Board members should refrain from making adversarial, negative, or confrontational comments until the presentation time has concluded. The board members, with the permission of the meeting chair, may make statements and ask clarifying questions following the presentation. The board may elect to go into a closed session to deliberate the complaint outside the complainant's presence after all questions and facts have been gathered from the complainant.

To document that the complaint was considered and/or acted upon by the board, the board secretary should record in the minutes the fact that a complaint was received, presented and discussed, and outline any outcome and/or action(s) to be taken.

Board Determination

If a complaint is founded, based on the majority vote of the full RRRC board, and depending on the severity of the violation, the board may wish to consult with a local attorney and/or local law enforcement to determine a course of action. Working with local law enforcement is the best option if the problem seems to be more serious in nature, especially if there are issues related to assault, unwanted sexual or physical contact with other members, especially minors, or other types of potential criminal conduct. If the complainant suspects or witnesses a crime of assault or sexual abuse of a minor, the complainant should report the incident directly to local law enforcement. If the complaint is related to governance concerns, the board may consult with the RRCA's Executive Director for guidance and possible assistance. After appropriate consultations, the board will communicate, in writing, to the complainant that the complaint was founded and, at a minimum, that the board is taking appropriate action(s).

If a complaint is determined to be unfounded, based on the majority vote of the full RRRC board, and no action is taken, the board will promptly communicate, in writing, its finding to the complainant, setting forth the basis for its finding. In such case, the complainant may be satisfied with the review and choose to not further pursue the complaint, the matter having been resolved to the complainant's satisfaction. However, if the complainant feels that the matter has not been adequately addressed or resolved by the RRRC board, the complainant may file a written appeal with the RRRC board, setting forth the basis of the appeal. The board will address the appeal within a 30-day timeframe and using a similar process as for the initial complaint.

Complaint Resolution Process at the National Level

Richmond Road Runners Club is a member club of the Road Runners Club of America (RRCA). If individuals have exhausted all remedies outlined above to address a complaint at the local level and have been unable to achieve a mutually satisfactory resolution of the conflict or if a complaint has been ignored or disregarded after multiple attempts to have the complaint acknowledged by the RRRC's board of directors, and if the individuals believe that the complaint is still valid and of a serious nature, the individuals may pursue conflict resolution assistance at the national level through RRCA. Refer to [RRCA's Complaint Resolution Process](#) for information on the eligibility and the procedures to seek complaint resolution at the national level.

Adapted from Road Runners Club of America's Complaint Resolution Process, http://www.rca.org/docs/default-source/default-document-library/12complaint_resolution_process_final.pdf?sfvrsn=2 (last accessed 8/5/2017).