

SUPPLEMENTAL INSTRUCTION NUMBER 15

APPEALS AND GRIEVANCES

I. GENERAL

A. Introduction

1. Discipline of all types should be considered very carefully as the outcome and consequences will affect Daughters, adults, Bethels, Jurisdictional Guardians Councils, Grand Guardian Councils, the Supreme Guardian Council, and all those who become aware of the action.

B. General Information

1. The purpose of our Order is to teach. It is vital that conflicts be resolved with fairness and justice, making disciplinary action a last effort, used only after all other methods have failed.
2. A Bethel Guardian, Grand Guardian, or the Supreme Guardian shall not delegate to anyone the responsibility of handling a grievance. However, the Supreme Guardian may appoint a Special Deputy to conduct an investigation for her.
3. A complete investigation shall be made for each grievance received. In all matters, the following steps shall be included in the process:
 - (a) Discussion with the person(s) filing the grievance.
 - (b) Discussion with the person(s) the grievance is filed against.
 - (c) Discussion with any other individual(s) named in the grievance.
 - (d) Consideration on all statements given by those individuals interviewed should be given in the determination of resolution of the grievance.
4. The right to appeal is lost if not initiated within sixty (60) days after the date of action or decision on the grievance.
5. The decision of the Executive GGC or the Executive SGC is final. In the case of a tie, this final decision shall go to the SGC Appeals and Grievance Committee to determine the final decision.
6. Appeals and Grievances and action on same are not reported to or acted upon at any Annual Session of a GGC or the SGC.
7. Where charges are preferred or complaints made, such charges or complaints shall not be accepted unless they are specifically set forth in writing and signed by the person making the charges or complaints.
8. Charges or complaints complying with item 7 above shall be investigated by a Bethel Guardian, Grand Guardian or the Supreme Guardian within thirty (30) days after she receives same. She shall expend her best efforts to adjust and settle the matter without necessity of further procedures.

II. SPECIFIC PROCEDURES

If a Bethel Member or Bethel/Jurisdictional/Grand/Supreme Guardian Council Member feels her/his rights have been abused, she/he may file a written grievance provided they fit into one (1) of the six (6) categories listed below:

Category 1: Bethel Member(s) vs. Executive Member(s) of Bethel Guardian Council

- (a) The Bethel Member(s) shall file a written grievance with the Supreme/Grand Guardian

Category 2: Bethel Guardian Council Member(s) vs. another Bethel Guardian Council Member(s)

- (a) The Bethel Guardian Council Member(s) shall file a written grievance with the Supreme/Grand Guardian.

Category 3: Bethel Member(s) or Bethel Guardian Council Member(s) vs. Supreme/Grand Guardian

- (a) The aggrieved person(s) shall file a written grievance with the Appeals and Grievances Committee of the Supreme/Grand Guardian Council.

Category 4: Jurisdictional Guardian Council Member(s) vs. another Jurisdictional Guardian Council Member(s).

- (a) The Jurisdictional Guardian Council Member(s) shall file a written grievance with the Supreme Guardian.

Category 5: Grand Guardian Council Member(s) vs. another Grand Guardian Council Member(s)

- (a) The Grand Guardian Council Member(s) shall file a written grievance with the Supreme/Grand Guardian.

Category 6: Supreme Guardian Council Member(s) vs. Executive Member(s) of Grand Guardian Council

- (a) The Supreme Guardian Council Member(s) will file a written grievance with the Supreme Guardian.

Category 7: Supreme Guardian Council Member(s) vs. Another Supreme Guardian Council Member(s)

- (a) The Supreme Guardian Council Member(s) will file a written grievance with the Appeals and Grievance Committee of the SGC

SPECIFIC PROCEDURES (For Categories 1, 2, 4, 5 & 6):

In addition to the Officer specified in the above Categories, the aggrieved person(s) will send a copy of the grievance to the member(s) against whom the charges have been filed, stating specifically the nature of the alleged offense.

1. Investigation of Grievance
 - (a) In Categories where the grievance is filed with the Grand Guardian, the Grand Guardian shall investigate and render her written decision to the member(s) involved within thirty (30) days after the receipt of the grievance.
 - (b) In Categories where the grievance is filed with the Supreme Guardian, the Supreme Guardian or Special Deputy appointed by the Supreme Guardian, shall investigate and render her written decision to the member(s) involved within thirty (30) days after the receipt of the grievance.
2. If the decision of the Supreme/Grand Guardian is considered unsatisfactory, or the Supreme/Grand Guardian fails to act within the prescribed period, an appeal may be sent to the Chairman of the Appeals and Grievances Committee of the Supreme/Grand Guardian Council within sixty (60) days after the receipt of the decision of the Supreme/Grand Guardian or her failure to act on the grievance. The Bethel member(s) or Bethel/Grand/Supreme Guardian Council Member(s) shall:
 - (a) prepare at least six (6) copies of the appeal, including the decision of the Supreme/Grand Guardian;
 - (b) send three (3) copies to the Chairman, Appeals and Grievances Committee of the SGC/GGC;
 - (c) send one (1) copy to the Supreme/Grand Guardian;
 - (d) send one (1) copy to the Executive Manager/ Grand Secretary;
 - (e) send one (1) copy to each member against whom the charge has been filed.
3. The Appeals and Grievances Committee shall investigate and render its written recommendation to the Executive SGC/GGC within sixty (60) days after receipt of the appeal. Such recommendation shall be sent to the Executive Manager/Grand Secretary.
4. The Executive SGC/GGC shall meet within thirty (30) days, in person, by conference call, or via electronic mail to vote to uphold or deny the recommendation of that committee. A majority vote of the members of the Executive SGC/GGC shall be necessary to make a final decision.
5. Within ten (10) days the written decision shall be sent by the Executive Manager/Grand Secretary to the member(s) involved.
6. The decision of the Executive GGC or the Executive SGC is final. In the case of a tie, this final decision shall go to the SGC Appeals and Grievance Committee to determine the final decision.

SPECIFIC PROCEDURES (For Category 3):

In addition to the Appeals and Grievances Committee of the SGC/GGC specified in Category 3 above, the aggrieved person(s), other than a Bethel Member, will send a copy of the grievance to the member(s) against whom the charges have been filed, stating specifically the nature of the alleged offense. The aggrieved person shall:

- (a) prepare at least five (5) copies of the grievance;
- (b) send three (3) copies to the Chairman of the Appeals and Grievances Committee of the SGC/GGC
- (c) send one (1) copy to the Supreme/Grand Guardian
- (d) send one (1) copy to the Executive Manager/Grand Secretary

If the aggrieved is a Bethel Member, she shall:

- (a) prepare five (5) copies of the grievance specifically stating the nature of the alleged offense
- (b) send four (4) copies to the Chairman of the Appeals and Grievances Committee, who shall send a copy of the grievance to the Supreme/Grand Guardian against whom the charges have been filed
- (c) send one (1) copy to the Executive Manager/Grand Secretary

1. Investigation of Grievance
 - (a) The Appeals and Grievances Committee of the SGC/GGC shall investigate and render its written recommendation to the Executive SGC/GGC within thirty (30) days after receipt of the grievance. Such recommendation shall be sent to the Executive Manager/Grand Secretary.
2. The Executive SGC/GGC shall meet within thirty (30) days in person, by conference call, or via electronic mail to vote to uphold or deny the recommendation of that Committee. A majority vote of the Executive Members shall be necessary to make a final decision.
3. Within ten (10) days the written decision shall be sent by the Executive Manager/ Grand Secretary to the members involved.
4. The decision of the Executive SGC/ GGC is final.

SPECIFIC PROCEDURES (For Category 7)

In addition to the Appeals and Grievances Committee of the SGC specified in Category 7 above, the aggrieved person(s) will send a copy of the grievance to the member(s) against whom the charges have been filed, stating specifically the nature of the alleged offense. The aggrieved person shall:

- (a) prepare at least five (5) copies of the grievance;
- (b) send three (3) copies to the chairman of the Appeals and Grievances Committee of the SGC
- (c) send one (1) copy to the Executive Manager
 1. The Appeals and Grievances Committee of the SGC shall investigate and render its written recommendation to the Executive SGC within thirty (30) days after receipt of the grievance. Such recommendation shall be sent to the Executive Manager.
 2. The Executive SGC shall meet within thirty (30) days in person, by conference call, or via electronic mail to vote to uphold or deny the recommendation of that Committee. A majority vote of the Executive Members shall be necessary to make a final decision.
 3. Within ten (10) days the written decision shall be sent by the Executive Manager to the members involved.
 4. The decision of the Executive SGC is final.