



AFFILIATE GRIEVANCE POLICY

Established: 9/30/2022

SCOPE: This policy applies to all Habitat for Humanity of New York State Affiliates and respective volunteers, staff, and Board Members.

PURPOSE: The purpose of this Affiliate Grievance Policy is to specifically address affiliate grievances against the ASO. Habitat New York State Affiliate Support Organization (ASO) is responsible to affiliates, donors, and the general public for guarding the integrity of the Mission, Vision and Principles of Habitat International, our ASO and New York affiliates. Our utmost desire as an ASO is to establish an environment of affinity where diplomatic problem-solving processes are established and communicated. Both Habitat for Humanity International and the ASO have established policies to ensure the integrity and safety of our work and some of these may overlap with this policy and are referenced at the end of this document.

POLICY: Understanding that from time to time an affiliate grievance with the ASO may arise. It shall be the policy of Habitat for Humanity of New York State to follow the procedures addressed in this policy with a goal of healthy resolution so that both parties can arrive at a consensus to collectively forward the work of the ministry.

RESPONSIBILITIES:

1. The Board of Directors of the ASO will review and revise this policy as necessary.
2. This policy will be widely communicated to affiliates.

PROCEDURES:

1. Prior to filing a written grievance, it is strongly encouraged that the individual/group with the grievance approach the offending party to verbally inform them of the issue and attempt a one-on-one conflict resolution discussion.
2. If one-on-one conflict resolution is not possible for any reason to include fear or intimidation of the offending party or any other circumstance, the person with the grievance should notify the offending party of the issue in writing and inform them another person will be attending a conflict resolution meeting with them. This gives the offender an opportunity to understand the issue at hand and to also invite a person of their choice to participate in the conflict resolution meeting.
3. If a resolution has not been obtained in Step 2, the Affiliate may file a written "Affiliate Grievance" that will be submitted to the ED/CEO or the Chair or Vice Chair of the Board. If the ED/CEO or the Chair or Vice Chair of the Board deems it necessary, the grievance will be elevated to the Executive Committee of the Board of Directors.
4. Within 10 business days of receiving the Official Affiliate Grievance, the Executive Committee will convene and appoint an objective ad-hoc committee to review and provide mediation steps to resolve the conflict.
5. If it is discovered that a serious breach exists, the Ad-Hoc committee will recommend employing higher level intervention which may include the engagement of Habitat for Humanity International and/or legal representation.
6. The final resolution will be submitted to both parties in writing and a record kept in the ASO office.



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7. All grievances and any supporting documentation will be kept confidential as required by law.

Note: Other remedies for resolving workplace issues can be found within these policies.

ASO Whistleblower Policy

HFHI [Safeguarding Policy](#)

[Habitat Ethics and Accountability Line.](#)