



## **ADM-109: Grievance Policy– 1 February 2021**

### **Purpose:**

This policy governs the handling of grievances filed in accordance with ADM-PROC-02 Grievance Procedures.

### **Applicability**

This policy applies to all INCOSE members, who are responsible for understanding and complying with all INCOSE policies, the INCOSE Code of Ethics, or other INCOSE documents.

### **Definitions**

The ***Grievance Committee Chair*** (hereafter referred to as the *Chair*) oversees the grievance resolution process and assigns the appropriate leader for resolution. The recommendation is the Chair should be a past President.

The ***Clerk of the Court*** (hereafter referred to as the *Clerk*), records all grievances and serves as an interface between the submitting party, any INCOSE parties involved in the resolution, the Grievance Committee, and the Board of Directors and aids in grievance resolution where necessary.

- The INCOSE Secretary may serve *ex officio* as the Clerk of the Court. If the grievance involves the Secretary, then the Secretary shall recuse himself or herself, and the Board of Directors may appoint another director to serve as the Clerk of the Court for that particular grievance.
- If a Past President is the Clerk of the Court and the grievance involves the Past President, then the Past President shall recuse himself or herself, and the Board of Directors may appoint another director to serve as the Clerk of the Court for that particular grievance.

The ***submitting party*** is an INCOSE member or a group of INCOSE members who submit a grievance.

The ***defending party*** is an INCOSE member or group of INCOSE members against whom the grievance is alleged.

A ***grievance*** is the submitted ADM-FORM-05 Grievance Submission Form, containing details regarding an issue that has been irresolvable between the submitting and defending parties. A grievance may concern acts of commission or omission by the defending party, which the submitting party believes to be a violation of an INCOSE policy, INCOSE Code of Ethics, or other INCOSE document. A grievance may involve some type of harassment, discrimination, fraud, plagiarism, bylaws or policy violation, or Code of Ethics violation.



## **Policy Content**

Since INCOSE operates in international arenas where value systems, beliefs and customs vary widely, INCOSE offers assistance so that all may work together in a harmonious and courteous fashion.

Members of INCOSE have a right to express a grievance, to have a hearing on their grievance, and to be assisted in working toward resolution of their grievance. Grievances may be submitted by an individual INCOSE member or a group of INCOSE members. Grievances shall not be submitted anonymously.

All discussion regarding a particular grievance shall be kept confidential by all parties involved and confined to those assisting in its investigation and resolution. A grievance should be resolved promptly and at the lowest organizational level as appropriate. INCOSE will use good faith efforts to resolve matters amicably.

No INCOSE party may be subject to reprisal, discrimination, or adverse treatment as a result of submitting a grievance, defending a grievance, or participating in a grievance resolution process.

Individual and MOA chapters should adopt their own grievance policies that are consistent with this Grievance Policy and their local laws.

## **The Grievance Committee**

The Grievance Committee shall be a standing committee appointed by the Board of Directors and operates in accordance with CMT-100. All voting members of the Grievance Committee shall serve one-year renewable terms that begin at the INCOSE International Workshop. Membership of the Grievance Committee shall be INCOSE regular or senior members and are approved by a majority vote of the Board of Directors. The Grievance Committee shall be composed of the following:

- Grievance Committee Chair
- A past President or Clerk of the Court;
- A past member of the Board of Directors;
- One or more at-large INCOSE members who are not a past President or past member of the Board of Directors; and
- The Policy Management Committee Chair shall be a non-voting ex-officio member.

In the event a grievance involves a member of the Grievance Committee, that member shall recuse himself or herself, and the Board of Directors shall appoint another appropriate member to serve as a member of the Grievance Committee for that particular grievance. The Grievance Committee will use good faith efforts to conduct investigations, make decisions and recommend to the Board of Directors what action, if any, should be taken to resolve the grievance. The Board of Directors may then make the final decision and implement any approved action, consistent with ADM-107.



## **Grievance Procedures:**

The process begins with the submitting party submitting a grievance form according to the ADM-PROC-02 Grievance Procedures. This procedure also contains the Grievance Resolutions Process.

### **Filing a Grievance**

Completed grievance forms must be submitted per ADM-PROC-02 Grievance Procedures to the INCOSE Secretary. If the alleged grievance involves the INCOSE Secretary, or if the submitting party is not comfortable submitting to the Secretary, then the grievance may be submitted to any member of the Grievance Committee or the Board of Directors.

### **Grievance Responsiveness**

The Clerk of the Court shall notify the submitting parties of receipt of the grievance within five (5) business days. Within 30 days of the submission, the Clerk shall provide both the submitting and defending parties with the status of the grievance investigation or resolution. The Clerk may continue to provide status at reasonable intervals to the parties until the grievance is resolved. The Clerk shall notify the parties promptly after the grievance has been resolved.

### **Withdrawing a Grievance**

The submitting parties may request to withdraw their grievance at any time by notifying the Clerk of the Court.

## **Records**

A record of grievances, including ADM-04 Grievance Report Form and ADM-05 Grievance Submission Form, may be retained by the INCOSE Administrative Office. The Chair of the Grievance Committee may request access to these records.

Any controversy or claim arising out of the Grievance Resolution Process described in this policy that cannot be resolved internally (as determined by the Grievance Committee), may be determined by external arbitration. Parties to the grievance shall bear their own costs and expenses.

### **Consequences of non-compliance:**

Any misuse of this policy shall be grounds for disciplinary action under ADM-107.

### **Related Policies**

ADM-107 Disciplinary Policy  
CMT-100 Committees

### **Related Procedures, Templates, and Forms**

ADM-FORM-04 Grievance Report  
ADM-FORM-05 Grievance Submission Form



**SUPERSEDES: ADM-109 dated 1 February 2021**

**APPROVED BY: INCOSE Board of Directors, Remote, 1 February 2021 (Approved administrative changes incorporated 28 September 2021)**

**POLICY OWNER (RACI Responsible R): Secretary**

**MAINTAINED BY (RACI Accountable A): President**