

WALKIN N CIRCLES RANCH, INC.

GRIEVANCE PROCEDURE

New Mexico Horse Rescue at Walkin N Circles Ranch, Inc, hereinafter "WNCR," promotes a working, learning, and social environment where all members of the community, including members of the Board of Directors, the Executive Director, the Ranch Manager, contractors, and volunteers work together in a mutually respectful, psychologically healthy environment. WNCR strives to foster an environment that reflects courtesy, civility, and respectful communication because such an environment promotes learning from each other about and for the horses that we care for. A respectful environment is essential for our success in fulfilling the mission of the ranch (q. v.) and the values each of those who work here share.

The values we share include personal integrity, fairness, accountability for one's actions, and respect for individual rights and differences. Everyone who works at the facility has important contributions to make toward our overall success. Individuals in positions of authority serve as role models in the promotion of a respectful environment. Promoting courtesy, civility, and respectful communication is part of the responsibility of leadership.

Individuals at all levels are free to discuss issues of concern in an open and honest manner, without fear of reprisal or retaliation. The right to address issues does not grant anyone license to make untrue allegations, unduly inflammatory statements, unduly personal attacks, or to harass others. In particular, bullying (defined as repeated mistreatment of an individual), sexual harassment, retaliation, and unethical conduct are destructive to a respectful environment and will not be tolerated.

At Walkin n Circles Ranch, Inc., we support respectful, open and honest discussion of issues between the parties involved in a possible conflict. It is preferable for the disagreements to be satisfactorily resolved between the parties involved. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve one or the other party.

This grievance procedure is intended as the mandatory tool by which an active volunteer ranch hand or staff member may formally present a grievance to be heard by the Walkin N Circles Ranch, Inc. Executive Director and/or Board- appointed Ranch Grievance Officer.

In accordance with fair and impartial due process, all ranch hands or staff members have a right to know who has filed a grievance against them. A grievance complaint asking for anonymity will not be considered a valid grievance.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

An active volunteer ranch hand who has a grievance should complete and sign the formal written grievance (Appendix 1 below) and hand deliver it or send by registered mail to the Executive Director and/or Ranch Grievance Officer.

The Executive Director and/or Ranch Grievance Officer will then schedule a hearing of the grievance within 10 days at a time and location agreed to by the parties to the grievance.

The Ranch Grievance Officer will conduct the hearing, giving all parties the opportunity to present their concerns. At the end of testimony, the Ranch Grievance Officer will make a binding decision and prepare a report on the matter to be provided to the WNCR Board of Directors.

If any party to the grievance process wishes to appeal the Ranch Grievance Officer's decision, they may request a further hearing in writing (Appendix 2 below) by the WNCR Board of Directors, who may approve or deny the request for a further hearing. If approved, the decision by a majority vote of the Board of Directors will be binding.

Appendix 1

To: Executive Director and/or Ranch Grievance Officer

From:

Date:

Dear

In compliance with the Walkin N Circles Ranch, Inc., Grievance Procedure, I wish to file a formal grievance against:

Name: _____

Title: _____

The details of my grievance are (please add additional sheets if needed, as well as supporting documents):

Signature

(Executive Director and/or Ranch Grievance Officer should respond to this formal written grievance within 10 working days unless an extended period for response is mutually agreed)

09/03/15

Appendix 2

To: President of the Board, Walkin n Circles Ranch, Inc.

From:

Date:

Dear

I am appealing against the decision made at my initial grievance against

Name of party complained against: _____

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the WNCR Grievance Procedure. I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

Signature _____

(President of the Board should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)