



GRIEVANCE PROCEDURE

The Equitable Care Certification values and encourages your feedback. Complaints can provide important opportunities for improvement. A complaint may be defined as an expression of dissatisfaction or unmet expectations and can be made by anyone involved with ECC (members of the coalition, students/attendees, sex worker clients, etc.).

Grievance Process:

- Self-Governance
 - Before filling-out this form, feel free to attempt to resolve the issue autonomously by directly approaching the person with whom you have conflict.
- Escalating a concern
 - In the event that extra support is needed, feel free to complete the form below.

Please Note: ECC will follow up and schedule a conversation within one week of receiving the form unless we decide no further engagement is required as an organization.

Things to Keep in Mind:

- We are a small organization and if you have a complaint/conflict with our founder and/or co-founder, it is likely that they will be involved in the grievance process as both the person you have conflict with and the person overseeing the process – we are doing our best to expand our networks so that, in the future, we can have a third-party team dedicated to resolving grievances.
- The more specific the concerns/feedback, the more effective we can be in addressing your needs.
- If you'd like to bring someone else to support you during conversations with ECC, please indicate that in your email.
- ECC will hold a maximum of 3 meetings with the involved parties and then make recommendations in terms of next steps.
- If the above steps + meetings with ECC do not resolve the challenge, you may seek out third-party mediation at which point ECC will participate for an additional 3 meetings – the cost of mediation will need to be covered by you.
- If you wish to submit an anonymous form, you may do so, however, we will likely be unable to take further action.



GRIEVANCE FORM

Please send this form to ECC at equitablecarecertification@gmail.com
Subject: ATTN: [GRIEVANCE]

Date:

Name / pronouns:

Who is this complaint about?

What occurred?

What steps have you taken so far to address this grievance?

What would you like to see happen in order to repair and/or make amends?