



## **Grievance Policy**

Approved 1/15/25

The Hennepin County Children's Mental Health Collaborative has outlined a grievance policy for use by any mandated or non-mandated partners or stakeholder, including parents and caregivers who regularly participates in Children's Mental Health Collaborative committees, workgroups, leadership groups, activities, and/or events.

In the event of a disagreement between two or more Parties involved in the Children's Mental Health Collaborative of Hennepin County, the grieving Parties agree to abide by the following dispute resolution protocol:

**Step One:** The Parties will attempt to work out the dispute through informal communications.

**Step Two:** If informal communications does not resolve the dispute, a written request to resolve the dispute will be submitted to the Chair of the Children's Mental Health Collaborative, and shared with the Coordinator, outlining 1) the concern/dispute, 2) identify with whom the dispute exists, 3) a summary of the actions taken to date regarding the dispute, and 4) the requested resolution for the concern/dispute. Any time sensitivities and restrictions will be included in the written request.

If the dispute includes the Chair or Coordinator, the written request to resolve the dispute will be submitted to any voting member of the Executive Committee.

**Step Three:** The concerns will be shared with the Children's Mental Health Collaborative's Executive Committee. Parties will be offered a meeting with a member of the CMHC's Executive Committee and Member of the Coordination Team to collect additional information and attempt to resolve the dispute/concerns.

**Step Four:** If a meeting with the Executive Committee member and Coordination Team member resolves the dispute, an agreed upon action plan will be submitted and signed by the Parties. The signed action plan will be shared with the Executive Committee.

If a meeting with the Executive Committee member and Coordination Team member cannot resolve the dispute, the concerns will be summarized and shared with the Children's Mental Health Collaborative's Governance Committee.

**Step Five:** Parties will be offered a meeting with a member of the CMHC's Governance Committee and Member of the Coordination Team to collect additional information and attempt to resolve the dispute/concerns.

**Step Six:** If a meeting with the CMHC's Governance Committee and Member of the Coordination Team resolves the dispute, an agreed upon action plan will be submitted and signed by the Parties. The signed action plan will be shared with the Governance Committee.

If a meeting with the Governance Committee member and Coordination Team member cannot resolve the dispute, the Parties will be offered mediation by a neutral third party selected by mutual agreement.

**Step Seven:** A signed action plan by the Parties will be shared with the Governance Committee.