



OAM Outside Complaint Policy

Purpose

This policy outlines the procedures for addressing outside complaints or concerns about Open Arms of Minnesota. It aims to ensure transparency, fairness, and accountability in handling conflict/disputes by volunteers, clients, or other stakeholders.

Scope

This policy applies to all individuals associated with Open Arms, including but not limited to volunteers, clients, donors, and other stakeholders.

Policy

Volunteers who have a complaint or concern about staff members or other individuals are encouraged to resolve the conflict with direct, respectful communication with that person whenever possible and appropriate. Many such routine concerns or concerns can be resolved with open and direct communication. However, this policy is in place for times when an individual believes such a process will not be effective, is uncomfortable having direct communication, or wishes to obtain outside assistance in resolving the conflict.

Clients who have a complaint or concern about any other individual associated with Open Arms are encouraged to use the Complaint Procedure as the first option to resolve any complaints or concerns.

Reporting Complaints or Concerns

Any individual who has a complaint or concern should report it promptly to their immediate designated individual:

- Volunteers should connect with the Senior Director of Volunteer Engagement by emailing to Volunteer@openarmsmn.org or via phone by calling 612-767-7342.
- Clients should connect with the Senior Manager of Programs by emailing to meals@openarmsmn.org or via phone by calling 612-540-7763.
- Donors should connect with the Director of Individual Giving by emailing donor@openarmsmn.org or via phone by calling 612-677-2568.

Complaints and/or concerns may be reported verbally or in writing, and anonymity will be respected to the extent possible. If complaints are made anonymously, however, this may limit the ability of the designated individual to thoroughly investigate the issue.

Investigation Process

- Upon receiving a complaint and/or concern, the designated individual shall promptly initiate an investigation.
- The investigation may include gathering relevant information, interviewing involved parties, and reviewing applicable policies and procedures.
- The investigation will be conducted impartially and with confidentiality maintained to the extent possible.



Resolution Mechanisms

- Following the investigation, appropriate action will be taken to address the complaint and/or concern.
- Possible resolutions may include mediation, counseling, additional training, disciplinary action, policy revision, or any other corrective measures deemed necessary.
- The individual who reported the concern and/or complaint will be informed of the outcome of the investigation, when it does not interfere with the organization's duty to confidentiality, as well as actions taken.

Appeals Process

- If the individual is dissatisfied with the resolution, they may appeal the decision within a 15-day period.
- The appeal should be submitted to the higher-level supervisor of the designated individual.
- The appeals process will generally be limited to ensuring that a reasonably thorough investigation was conducted, and the decision of the designated individual was unbiased and supported by the information received in the investigation.
- The decision made upon appeal will be final.

Other Considerations

Open Arms encourages individuals to engage in direct and respectful conversations to find resolutions to a situation and in accordance with the organization's policy. When this is not possible, and/or individuals need to involve the correct party for a resolution, individuals should feel they can do so without fear of personally experiencing negative consequences due to bringing concerns forward.

Policy Review

This policy will be reviewed periodically to ensure its effectiveness and compliance with relevant laws regulations, or other contractual obligations. Any necessary revisions will be made accordingly.

Open Arms is committed to fostering a positive organizational culture where complaints and/or concerns are addressed promptly, fairly, and transparently.

This policy is intended to provide guidance and support to individuals in resolving conflicts and maintaining a respectful and inclusive environment.

Open Arms reserves the absolute right to make any modifications to this policy.