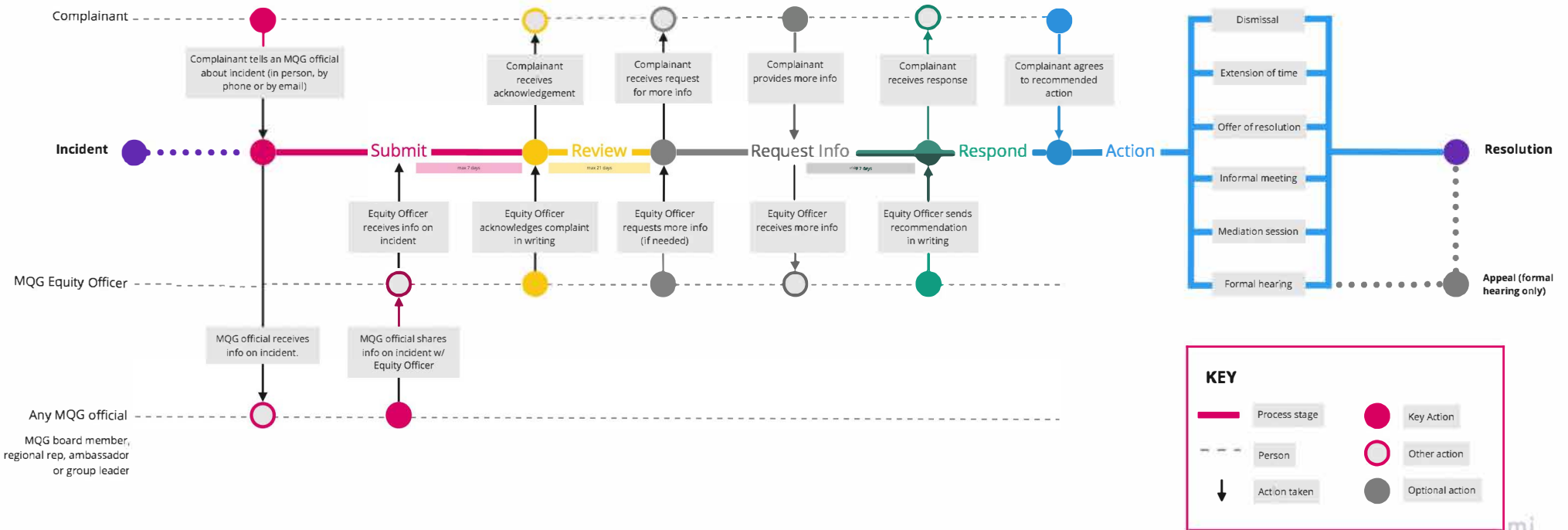
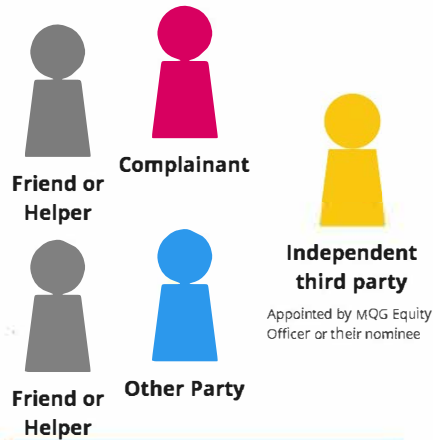


DEI Grievance Process



Possible Actions



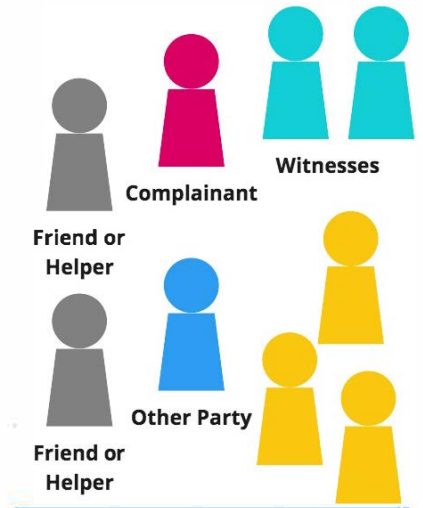
Informal Meeting

- discuss the issue
- attempt to achieve an amicable settlement
- record agreement in writing, both parties sign
- if agreement is reached, no appeal allowed.



Mediation

- discuss the issue
- attempt to achieve an amicable settlement
- record agreement in writing, both parties sign
- if agreement is reached, no appeal allowed.
- more formal than an informal meeting but less formal than a complaints hearing



Formal Hearing

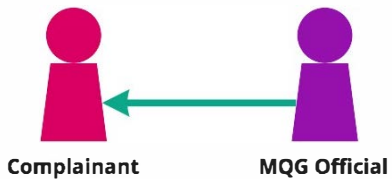
- Appointed by MQG Equity Officer.
- At least one member is unconnected with MQG.

- Each party presents their side of the story, with evidence and witnesses if needed
- Evidence presented in written statements; supplementary questions may be asked
- Panel sends a written decision to the parties within 5 weeks of the end of the hearing
- Either party can appeal the decision if there is new evidence, if the procedures weren't followed, or if the decision was unreasonable.



Dismissal

- used if there are no grounds to the complaint
- includes a written explanation for dismissal



Offer of Resolution

- MQG resolves the complaint directly with the complainant

Appeal Process

for formal hearings only

- Grounds for appeal:**
- new evidence
 - unfair decision (procedures not followed)
 - decision was unreasonable

