



The Modern Quilt Guild Unfair Treatment and Grievance Code

The Modern Quilt Guild is proud to be an equal opportunity organization with a zero-tolerance policy that applies to all forms of discrimination and unequal treatment.

We try very hard to ensure that everyone, including staff, members, volunteers, sponsors, vendors, and visitors, is treated fairly and with courtesy and respect in all MQG spaces and MQG events. Sometimes, unfortunately, we get it wrong. We take all grievances seriously and aim to resolve them quickly.

If you feel you have not been fairly treated by the MQG, someone connected with the MQG, or an attendee, instructor, sponsor, or vendor at an MQG event, then you need to **tell us** and we will work with you to reach a satisfactory solution.

The **MQG Unfair Treatment and Grievance Code** explains how to file a grievance and sets out the steps we will take together to resolve it. We thank you for your patience while we work through the procedure with you. In order to maintain the integrity of the review process, we respectfully ask that all parties pause on commenting outside of this process until the process is complete.

The Modern Quilt Guild

Unfair Treatment and Grievance Code

1. **Tell us what is wrong.**

You can send your grievance to a member of the MQG staff, a Board Member, your regional representative, or your ambassador (for Region 5 members), either in person, by phone, via email, or in writing. Anything you say to us will be treated as confidential. Information will be shared with a third party only when absolutely necessary and only then with your advance approval.

Contact details: EquityOfficer@themodernquiltguild.com

2. **Tell us what we need to know.**

Please tell us as much as possible about your grievance, including what happened, when it happened, where it happened, who was present at the time, and what you would like the MQG to do about it.

It's always a good idea to document your recollection of events as soon as possible after it has happened to ensure the most complete and accurate report. Please safeguard any other materials, including photos or emails, that are related to the event.

3. **What you can expect to happen.**

- a. The grievance will be passed to the MQG Equity Officer who will acknowledge your grievance in writing within seven (7) calendar days of receipt.
- b. The Equity Officer will consider your grievance and may ask you for further details. This will happen within 21 calendar days of receipt of your grievance.
- c. An initial review of the grievance will take place within 28 calendar days of receipt of the grievance or within seven (7) calendar days of receipt of your reply to a request for further information, whichever is later.
- d. You will be notified in writing of the result of the initial review within seven (7) calendar days of the date of the review.

4. The potential results of a review.

The review process will result in one or more of the following courses of action:

- a. The reviewer may request an extension of time to more fully explore the merits of the grievance.
- b. The reviewer may make an offer to settle on terms agreeable to both parties.
- c. The reviewer may offer to arrange an informal meeting to discuss and resolve the problem.

If all parties agree, an informal meeting will be arranged where the grievance can be discussed in the presence of an independent third party (appointed by the Chair of the MQG Diversity, Equity, and Inclusion committee or their nominee) acting as an observer. The terms of any settlement agreed upon will be recorded in writing and signed by both parties who will then each receive a copy of the agreed settlement.
- d. The reviewer may offer to arrange a formal mediation session to resolve the problem.

If all parties agree, a mediation meeting, monitored by an independent mediator (appointed by the Chair of the MQG Diversity, Equity, and Inclusion committee or their nominee) will be arranged. The mediator will act as a neutral negotiator who will try to find an informal way of settling the grievance which satisfies both parties. The terms of any settlement agreed upon will be recorded in writing and signed by both parties who will then each receive a copy of the agreed settlement.
- e. The reviewer may arrange for formal hearing of the grievance with an independent panel to hear the case and decide on an outcome.

At any point, either you or the MQG can request to the Equity Officer that an independent panel review be arranged where both the grievance and the MQG's response to it will be considered by an independent panel of three persons selected by the Chair of the MQG Diversity, Equity, and Inclusion committee, at least one of whom will be unconnected with MQG. Supporting evidence may include written statements and witnesses. With the prior written permission of both parties, the hearing may be recorded. The panel's written decision will be sent to the parties within five (5) weeks of the end of the hearing.

- f. The grievance may be dismissed. If the review process finds there are no grounds for the grievance, it will be dismissed and you will be provided a written explanation of the grounds for rejecting the grievance.

Please notify us if you need any special arrangements or accommodations to ensure you can take full part in any meeting, such as assistance with a hearing or sight disability, an interpreter, step-free access to a building, or other accommodations.

5. Appeals Process

An appeal is a reconsideration of the decision or outcome reached by an independent review panel and/or the basis for that decision. It is not a re-investigation. **An appeal is not possible for an agreed-upon result achieved through settlement, informal meetings, or mediation.**

- a. Either party may appeal the result of the independent review based on one or more of the following grounds:
 1. New evidence is available which justifies a change to the original decision.
 2. The decision was unfair because the procedure was not properly followed.
 3. The decision was unreasonable.
- b. Appeals from either party must be made in writing and addressed to the Executive Director of MQG. The appeal will be sent within ten (10) calendar days from the date of the decision of the hearing panel.
- c. The Executive Director will, within 14 calendar days of receipt of appeal, appoint a suitable independent person to consider the appeal and will invite the non-appealing party to send written representations within further 14 calendar days.
- d. The consideration of the appeal will normally take place within 12 weeks of the initial submission of the appeal. The person considering the appeal can choose one of the following courses of action:
 1. Confirm the original decision.
 2. Vary, or alter, the original decision.
 3. Overturn the original decision and make a new decision.
 4. Overturn the original decision and order a new hearing by a different panel.

e. The appeal decision will be based on the written statements from both parties. A written decision with reasons will be sent to both parties within 28 calendar days of the date of the consideration.

f. The appeal decision is final.

6. Preservation of records.

When the issue is resolved, all records of the grievance, including emails and any other documents, will be securely retained by MQG for a period of two years following the resolution date, after which they will be destroyed.

Records will be treated confidentially and are subject to data protection legislation.