## NARI of Madison, Inc. Grievance Procedure Flow Chart ED receives Written-Complaint Response to Complaint - Upon **Unqualified Complaint** - ED verification of qualified complaint, obtains additional required copy of complaint and supporting information to process complaint. documentation forwarded to member with letter from **Executive Director and Ethics** Chair (no other parties notified). Member encouraged to contact complainant for resolution. Member required to respond in writing to NARI of Madison, Inc. regarding complaint within 30 days of receipt. If matter is not resolved among the parties, or no response is received, complaint will be referred to Ethics Committee. In case of resolution of matter NARI of Madison, Inc. will If matter is not resolved send a letter of among two parties, acknowledgement to all complaint will be parties. referred to Ethics committee. Dismissal Ethics Committee reviews complaint, member Ethics Committee response and has two (EC) recommends a options:. course of action to Complainant and respondent will be Board of Directors. notified in writing of decision. EC presents materials and recommendation to **Board of Directors** Board votes to follow recommendation. different determination, or Right of refer to EC Reconsideration by member-Request for A three-Complainant reconsideration person and must be received appeal panel respondent Panel within 10 days of will be will be decision the date the Board formed with notified in is final. of Directors Directors writing of decision was from NARI of decision. Madison issued. GRIEVANCE FLOW CHART - 2018