

## IHLRN COMPLAINT HANDLING PROCEDURE

The following procedure is to be followed when addressing a complaint concerning an IHLRN member's or participant's conduct. The steps should be used roughly in the order listed but may require modification to fit the particular complaint being addressed. The procedure should be used in strict confidentiality.

1. Complaint received by IHLRN
2. President determines if appropriate for IHLRN to look into and address the complaint. Use the Adapted Ethical Decision-Making Checklist Analysis question "Who is responsible to act" to help answer this question in terms of the circumstances of the action generating the complaint happened.
3. President shall form a committee to address the complaint in strict confidentiality. The primary responsibility of the Committee is to protect the IHLRN organization and participants at their sponsored events. The work of the Committee is to use the following process to arrive at recommendations to the IHLRN Board regarding a response and any actions to take to address the complaint in a responsible, fair, just, and compassionate way for all parties impacted including:
  - a. To respect and protect the privacy of the complainant and the accused person
  - b. To respect and protect the privacy of all persons involved in addressing the complaint
  - c. To protect IHLRN as an organization both legally and in reputation
  - d. To protect any other organizations involved
4. Committee Gathers Factual Details of the Complaint
  - a. Speak with the IHLRN Complainant. If appropriate, ask for a written statement of the complaint. Ask the complainant what she/he/they hopes will happen as a result of reporting the complaint to IHLRN. Do not promise any specific outcome/action.
  - b. Seek the accused party's detailed response to the complaint, first in writing and also in person if further information is needed.
  - c. Seek Corroborating information from the following:
    - i. Witnesses if any
    - ii. Other potentially relevant persons
    - iii. Other past actions or events that might corroborate this complaint
    - iv. Other relevant organizations as necessary
    - v. Emails, written correspondence, phone calls and text messages if available
5. Committee Works Through the Adapted Ethical Decision Making Checklist
  - a. Use the Checklist provided
  - b. Reference IHLRN By-laws, Code of Conduct and Policies and Procedures for guidance
  - c. Work in accordance with IHLRN's Satir-based values, mission, goals and code of conduct
  - d. Steps in the Decision-Making Checklist (See the attached document)
    - i. Analysis
    - ii. Solution Development
      1. Each party accused in the complaint shall be given an opportunity to respond to the complaint in writing and/or verbally. This response should be considered in selecting the solution.
      2. Consider options such as taking no action, outside mediation, Satir-based intervention, permanent disassociation or temporary/indefinite

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- suspension from IHLRN and legal action as a last resort as well as any other creative options.
- iii. Select the Optimum Solution
  - iv. Implementation (Step 9 below)
  - v. Follow-up (Step 10 below)
6. Seek Legal Counsel if necessary
    - a. For legal advice
    - b. To request assistance with solution selection, implementation and communication
  7. Present to the IHLRN Board the completed Adapted Ethical Decision-Making Checklist and the recommended solution and actions
    - a. Presentation made to the full IHLRN Board of Directors
    - b. Include recommendation for how to address questions about the complaint, the complainant or person accused, the investigation process and decision made.
    - c. Conduct the presentation in a Confidential **Executive Session**
    - d. May be discussed with the IHLRN Executive Committee in advance of the full Board
  8. Board Approval of the Solution and Action to Take (motion and approval must be made outside of Executive Session)
  9. Implement the Approved Action(s)
  10. Follow-up (as appropriate)

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## IHLRN Adapted Ethical Decision-Making Checklist

### ANALYSIS

- WHAT ARE THE FACTS?
- WHO IS RESPONSIBLE TO ACT?
- WHAT ARE THE CONSEQUENCES OF ACTION?  
(Benefit-Harm Analysis)
- WHAT AND WHOSE RIGHTS ARE INVOLVED?  
(Rights/Principles Analysis)
- WHAT IS FAIR TREATMENT IN THIS CASE?  
(Social Justice Analysis)

### SOLUTION DEVELOPMENT

- WHAT SOLUTIONS ARE AVAILABLE TO ME?
- HAVE I CONSIDERED ALL OF THE CREATIVE SOLUTIONS WHICH MIGHT PERMIT ME TO REDUCE HARMS, MAXIMIZE BENEFITS, RESPECT MORE RIGHTS, OR BE FAIR TO MORE PARTIES?

### SELECT THE OPTIMUM SOLUTION

- WHAT ARE THE POTENTIAL CONSEQUENCES OF MY SOLUTIONS?
- WHICH OF THE OPTIONS I HAVE CONSIDERED DOES THE MOST TO MAXIMIZE BENEFITS, REDUCE HARMS, RESPECT RIGHTS, AND INCREASE FAIRNESS?
- ARE ALL PARTIES TREATED FAIRLY IN MY PROPOSED DECISION?

### IMPLEMENTATION

- WHO SHOULD BE CONSULTED AND INFORMED?
- WHAT ACTIONS WILL ASSURE THAT MY DECISION ACHIEVES ITS INTENDED OUTCOME?
- IMPLEMENT

### FOLLOW-UP

- WAS THE DECISION IMPLEMENTED CORRECTLY?
- DID THE DECISION MAXIMIZE BENEFITS, REDUCE HARMS, RESPECT RIGHTS, AND TREAT ALL PARTIES FAIRLY?

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