

**REGISTERED ADULT MANUAL
APPENDIX E**

YOUNG MARINES NATIONAL HEADQUARTERS

GRIEVANCE PROCEDURES

1. Purpose. The grievance procedure shall be used for any violation of the rules and regulations governing the Young Marines program. These include but are not limited to By-laws, Registered Adult Manual, Policy Memorandum and other approved regulations that are or may be produced and approved by the National Headquarters. The grievance procedure shall not be used for:

- a. Personal issues with another registered volunteer, Young Marine, or parent/guardian of a Young Marine.
- b. The purpose of effecting changes to the rules and regulations of the Young Marines program.
- c. The resolution of any complaint concerning Young Marine testing, promotions or advancement related topics by the parent/guardian when all rules and regulations have been followed by the registered staff.

Criminal acts such as assault, abuse, or anything considered unlawful should be reported to the local authorities immediately. Filing a grievance is not applicable for such acts.

2. The Deputy Director(s). It is the role of the Deputy Director(s) to assist subordinate commanders with trying to resolve differences before a grievance commences or with assisting them in resolving at their level if asked by those commanders. Any contact between the complainant and a Deputy Director or the National Executive Director should not occur or be at a minimum until subordinate command elements have their opportunity to adjudicate the grievance. The information may simply be a clearer understanding of the rules and regulations. In the event the complainant wishes to proceed with a formal grievance, the Deputy Director will provide names and addresses of complainant's chain of command beyond that of the Unit Commander if required.

3. Procedures for Grievances. When a registered volunteer, Young Marine, or parent/guardian of a Young Marine has a complaint of violation(s) to the rules and regulations of the program, the member shall first informally discuss the matter with the immediate chain of command within five working days from the date of the incident that generated the grievance. If, after this informal discussion, the complaint has not been satisfactorily resolved, the steps outlined below will be followed in the order in which they appear.

- a. Download the Grievance Form off the Young Marines website (members.youngmarines.com/library). Fill it out in its entirety. Attach any supporting documentation considered pertinent to the complaint and forward it to the Unit Commander within ten days following the informal discussion.
- b. The Unit Commander will review the grievance and prepare a response within seven days from the time received. Remarks will be made in the appropriate sections of the form and returned to the complainant.
- c. If the response indicates that the rules and regulations of the organization have been followed, and the grievance has been satisfied, then the grievance process will terminate. If the response does not satisfactorily settle the grievance, then the complainant can submit the form to the next level in the chain of command. The complainant will forward the grievance form within ten days upon receipt from the Unit Commander.

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- d. The process will proceed to the next level with the same time frame for responding to and re-submitting the package.
 - e. If the grievance package has run its course up through and including a review by the Division Commander, then the complainant may forward the package to the office of their Deputy Director. The Deputy Director will review all materials, ask questions of any involved with the proceedings, write a summary paper with recommendations to the National Executive Director (NED) and review with the NED their recommendations for final decision if required.
 - f. If the National Executive Director does not satisfy/resolve the issue, the complainant's final step would be to forward the grievance package to the Chairman, Young Marines Board of Directors, for final review and decision. The Chairman of the Board and the National Executive Director will review the grievance and determine if the merits of the grievance provide basis for a review and further inquiry. Should such a review be conducted, the Chairman may interview the complainant, or consider all documentation previously presented by the complainant, as well as all relevant decisions rendered by the cognizant Command Element authorities, prior to rendering a decision. The Chairman's decision is final and binding.
 - g. In all cases, copies of all pertinent paperwork, documents, and notes will be kept with the grievance form throughout the process. After final resolution, the National Deputy Director at National Headquarters will keep all electronic and paper files
4. Hearing Procedures. Hearings can be held at any step in the grievance process and are directed by the appropriate Command Element authority. The procedure for this is as follows:
- a. The appropriate Command Element authority finds cause for a hearing. They note in the response that there is sufficient cause for a hearing and provides two dates to the complainant. Response must be returned to the complainant within seven days. The complainant will inform the appropriate authority level of which date has been chosen. The appropriate Command Element authority will comply with the date and notify the accused, if there is one, of the date of hearing. The complainant will notify any witnesses they may have of the hearing date.
 - b. The hearing will be recorded and all in attendance will be notified of such. Any person not wishing to be taped will be excused from the hearing process and their facts or evidence will be submitted by a hand-written statement. Consent of all to be taped must be recorded in this manner - "I name of individual understand that this hearing is being conducted on date and is being taped by an authorized recording device provided by the Command Element authority (Division, Regiment, Battalion) and agree to proceed with the hearing having full knowledge of the recording of this hearing". The recording will become part of the procedure and will be sent from one appropriate Command Element authority to the next, if required.
 - c. The appropriate Command Element authority is the convening body during the hearing and will control the hearing to maintain order and allow all parties to be heard. This authority will also ensure that only those directly connected to the complainant side and the accused side are allowed in the hearing. The following is an example of a grievance hearing:

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- 1) Appropriate Command Element authority – A grievance was submitted to _____ on _____. The issues of this grievance are _____. The relief the complainant wants is _____.
- 2) Appropriate Command Element authority reads the decisions of any previous subordinate commanders and either agrees with the decisions and can show that the rules and regulations have been followed, or disagrees with the decisions and asks the complainant to present their case.
- 3) The complainant presents their case to the appropriate Command Element authority. The complainant can ask the witnesses questions and can have witnesses give their accounts. The complainant is also allowed to ask the accused questions.
- 4) Once the complainant has pled their case, the accused, if there is one, may answer in their defense, ask questions of the witnesses and have them give accounts, or may ask questions of the complainant.
- 5) Once both sides have had the opportunity to plead their cases, the appropriate Command Element authority will make any final comments, ask clarifying questions of either side, and may re-examine any testimony.
- 6) The appropriate Command Element authority will inform the hearing participants that the evidence submitted in the hearing will be weighed and a response will be sent to both sides. The hearing is then closed and all parties are free to leave.
- 7) The appropriate Command Element authority has 10 days to examine the evidence provided at the hearing only. They will base their decision on information that was presented and forward a copy of the decision to both parties.

5. Settling a Grievance. When is a grievance settled? **Certainly not when you get your own way.** Grievances are not the venue for personal issues, but for the purpose of ensuring the rules and regulations of the program are being enforced by any given Command Element authority. The appropriate Command Element authority settles a grievance in one of two ways.

- a. The appropriate Command Element authority determines that there has been an infraction of the rules and regulations and responds to correct the issue, or
- b. Determines that there has been no infraction of the rules and regulations and renders a decision that the grievance is closed.

The complainant is bound by the same rules and regulations that all members must follow; therefore, if a grievance is found to be without merit, and there is proof to show that, then the complainant must abide by the decision and consider the matter closed.

If the complainant, following a step or a hearing still believes, beyond the evidence and wording of the rules and regulations, that they still have a justifiable grievance, then they may continue to the next step.

If it is determined at any point beyond the battalion level that the grievance is a personal issue or is frivolous in nature, that particular Command Element authority may ask their Deputy Director for an immediate dismissal of the complainant's grievance based on the malicious nature of the grievance. In all cases the Deputy Director will brief and consult with the NED and

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a decision will be rendered. (Only the National Executive Director or his Deputy Director(s) have authority to dismiss members from the organization). If the grievance is elevated to the Chairman of the Young Marines Board of Directors, the Chairman and the National Executive Director will review, discuss, and a final decision will be given. This is the final level a grievance may reach.

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Grievance Form – page 1**

I. Grievance

Complainant's Name:		Complainant's Title:
Unit Name:	Unit Commander's Name:	Normal meeting dates & time:
Complainant's Home Address:	City & State:	Zip Code:
Complainant's Home Phone:	Complainant's Work Phone:	Complainant's Cell Phone:
Complainant's Email Address:		Best time to contact by phone:
Date Grievance Occurred:	Complainant's role or duties at that time:	
The issues are (use attachments if necessary):		
The facts supporting this are (use attachments if necessary):		
The relief I want is (use attachments if necessary):		
Complainant's Signature:		Date signed:

II. Initial Step (to be used for Unit, Battalion, or Regiment level)

Date received:	Postmark (if mailed):	
Commander's response:		
Commander's signature:	Date signed:	Commander's phone number: Home: Cell:
Date received back by member:		
Complainant's response: (Circle one)	1. I agree with the response and this concludes my grievance.	2. I disagree with the response and advance my grievance to the second step.
Complainant's comments (use attachments if necessary):		
Complainant's signature:		Date signed:
Complainant is responsible for having the grievance delivered to the next step within 10 days of their signature.		

III. Second Step (Division level if applicable)

Date received:	Postmark (if mailed):	
Commander's response:		
Commander's signature:	Date signed:	Commander's phone number: Home: Cell:
Date received back by member:		
Complainant's response: (Circle one)	1. I agree with the response and this concludes my grievance.	2. I disagree with the response and advance my grievance to the third step.
Complainant's comments (use attachments if necessary):		
Complainant's signature:		Date signed:
Complainant is responsible for having the grievance delivered to the next step within 10 days of their signature.		

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IV. Third Step (National Executive Director's level if applicable)

Date received:		Postmark (if mailed):
National Executive Director's response:		
Signature & Title:	Date signed:	Phone number:
Date received back by member:		
Complainant's response: (Circle one)	1. I agree with the response and this concludes my grievance.	2. I disagree with the response and advance my grievance to the fourth step.
Complainant's comments (use attachments if necessary):		
Complainant's signature:		Date signed:
The National Executive Director will forward this grievance and all pertinent documents to the Grievance Committee if required.		

V. Fourth Step (Chairman of the Board level if applicable)

Date received:		Postmark (if mailed):
Chairman's Grievance response:		
Signature & Title:	Date signed:	Phone number:
Date received back by Member:		
Complainant's Response: (Circle one)	1. I agree with the response and this concludes my grievance.	2. I respectfully disagree with conclusion
Complainant's comments (use attachments if necessary):		
Complainant's signature:		Date signed:
NOTE: The Young Marines Board of Directors, Chairman of the Board grievance ruling is final and no further action is to be taken.		