

Grievance Policy and Procedures

At KRFC, we foster an environment in which people listen and are respectful to others, and work in positive ways to solve problems and improve communication. If a problem or grievance arises, you are encouraged and expected to:

Be Proactive First

If you have a concern or suggestion about a person, group or a situation at KRFC:

- * Meet face-to-face with the person(s) involved to discuss the your concern(s).
- * Work together to achieve mutual understanding, reach a compromise or resolve your concern.
- * Ask the station staff for help.

If your concern involves a station volunteer, for further guidance, refer to the information in the Expectations and Responsibilities for KRFC Volunteers policy.

If your concern involves a member of the KRFC staff (other than our Station Manager), speak with the Station Manager.

Contacting the KRFC Board of Directors

If your proactive efforts, as described above, prove unsatisfactory, you may contact the KRFC Board of Directors.

If your concern involves the Station Manager or the KRFC Board of Directors, contact the KRFC Board of Directors.

To bring an issue before the Board of Directors, please follow the procedure below:

1. Send a letter or e-mail to the KRFC Board of Directors explaining your concern. All communications to the Board of Directors are read at regularly scheduled meetings. Once your communication has been shared with the Board, a Board member will send you a letter or e-mail that:
 - * Acknowledges receipt of your communication
 - * Underscores that the Board has heard your concern
 - * May request more information regarding the steps you've taken to resolve the concern
2. Request to be added to a meeting agenda of the Board of Directors. Please refer to the policy entitled Participating in Meetings of the Board of Directors for more information. After you meet, the Board may decide how to resolve your concern or handle your suggestion immediately, or they may want to discuss it further and make a decision at a future meeting. In the latter case, you will receive a letter or e-mail outlining the Board's decision.