

Grievance Policy Boulder Zen Center

The BZC Board of Directors is committed to fostering a respectful environment for all members of our community. If any individual has a grievance or concern, they are encouraged to reach out to one of our two designated board members to share their concerns. The selected board member will listen openly to the grievance and ensure that the matter is brought to the attention of the Board. The Board has established a process to carefully consider and address all grievances, taking appropriate actions to resolve the issue in a manner that aligns with our community values. We value open communication and strive to maintain a supportive and inclusive community for all.

Grievance Policy

1. Purpose: To provide a fair and transparent process for addressing concerns within our organization.
2. Scope: This policy applies to all practitioners, members, volunteers, and employees of the Boulder Zen Center.
3. Informal Resolution: We encourage members to resolve disputes directly and informally whenever possible. For less formal concerns, individuals may approach a member of either the Practice Council or the BZC Board of Directors for guidance or support.
4. Formal Grievances: The following is a formal grievance process, intended for issues that cannot be resolved informally or that community member(s) involved believe to be of institutional concern.
5. Points of Contact: Two designated Board members will serve as grievance officers:
 - Donald Dodge, Board Member; email: 3d3@narrowdogs.com
 - Marilyn Krill, Board Member; email: marilynrill@gmail.com
6. Process:
 - Submit grievances to either grievance officer in writing. (This does not preclude an in-person conversation.)
 - Officers will acknowledge receipt within 3 business days.
 - The officers will address the matter with the full Board of Directors. If one or more members of the Board are the subject of the complaint, they will be notified of such by other Board members, who will hold an initial meeting without the member(s) named in the complaint.
 - The Board will address the matter at the next monthly meeting, or at a special meeting within 2 weeks, whichever is less.
 - Depending on the gravity and complexity of the grievance, the Board may engage in fact-finding and conduct hearings. As a general rule, all complainants have the right to be heard by the full Board.
 - Findings, advice, recommendations, or decisions will be communicated in writing to the complainant.

- If the complainant is dissatisfied with the initial outcome, they may express this and the Board will continue to work toward a satisfactory solution. This includes but is not limited to a more detailed fact-finding process, additional hearings of all parties involved, or the introduction of third parties, such as a neutral mediator or other Sangha members whose support is deemed beneficial.
 - Confidentiality: All grievances will be handled with discretion and respect for privacy. Exceptions may be made in the cases where disclosure is required by law, if there are immediate safety concerns, or if explicit permission to share information has been given by the complainant.
7. Non-Retaliation: Retaliation against individuals filing grievances is strictly prohibited. Non-retaliation ensures that people feel safe to voice their concerns without fear of negative consequences. At all times, the Board should take care to maintain a culture of openness, so that problems can be addressed honestly and fairly. If someone experiences retaliation, they can report it as a separate grievance.
 8. Resolution: We strive to resolve all grievances in alignment with the Sixteen Bodhisattva Precepts and our commitment to our shared values and mission: to build a practice community that supports people in realizing and embodying liberation from suffering as well as wisdom and compassion in their daily lives.
 9. Non-Applicability: This policy does not apply to legal or criminal matters, which should be addressed through appropriate legal channels. Our grievance process is not a substitute for law enforcement or the court system.

This policy will be reviewed annually by the Board of Directors.