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FOR SOCIAL RESPONSIBILITY

YMCA OF LONG ISLAND

Member Grievance Policy

Purpose

The YMCA of Long Island is committed to fostering a welcoming, safe, inclusive, and respectful environment for all members, participants, guests, volunteers, and staff. This policy establishes a clear process for members to raise concerns, complaints, or grievances regarding YMCA programs, services, facilities, staff interactions, or member conduct.

Scope

This policy applies to all YMCA of Long Island members, program participants, guests, and visitors at all YMCA of Long Island locations and affiliated programs.

Definition of a Grievance

A grievance is a formal complaint or concern regarding, but not limited to:

- Member service experiences
- Staff or volunteer conduct
- Program quality or operations
- Facility conditions, cleanliness, or safety concerns
- Membership practices, fees, or policies
- Harassment, discrimination, bullying, or inappropriate behavior
- Violations of YMCA policies or Code of Conduct

Informal Resolution Process

Whenever possible, members are encouraged to address concerns directly with branch staff or management for prompt resolution. Members may:

1. Speak with a department supervisor or manager
2. Request to meet with a Branch Executive Director or designee

Many concerns can be resolved quickly through discussion, clarification, or corrective action.

Formal Grievance Submission

If a concern is not resolved informally, members may submit a formal grievance. Formal grievances should include:

- Member name and contact information
- Date(s) of incident
- Branch location/program involved
- Detailed description of concern
- Names of individuals involved (if applicable)
- Desired resolution or outcome

Formal grievances may be submitted:

- In writing
- Via designated email address
- [Through online member feedback form](#)
- To the Branch Executive Director or YMCA of Long Island leadership

Investigation Process

Upon receipt of a formal grievance:

1. The YMCA will acknowledge receipt, typically within **5 business days**
2. An appropriate YMCA representative will review and investigate the matter
3. Relevant individuals may be interviewed and documentation reviewed
4. Confidentiality will be maintained to the extent reasonably possible

Investigation timelines may vary depending on complexity.

Resolution

Following review, the YMCA may:

- Provide clarification or explanation
- Implement corrective action
- Adjust practices or procedures
- Issue warnings or behavioral agreements
- Restrict or terminate participation or membership when appropriate
- Take other actions deemed necessary to uphold YMCA values and safety

The YMCA will communicate the outcome to the reporting member when appropriate and legally permissible.

Non-Retaliation

The YMCA prohibits retaliation against any member who raises a concern or grievance in good faith. Any retaliation, intimidation, or interference related to grievance reporting may result in corrective action, including suspension or termination of membership privileges.

Confidentiality

The YMCA will handle grievances as confidentially as possible while conducting a fair and appropriate review process.

Appeals

If a member believes a grievance was not appropriately addressed, they may request a secondary review by YMCA of Long Island senior leadership within **10 business days** of receiving the initial determination. The decision following appeal review shall be considered final.

Policy Administration

The YMCA of Long Island reserves the right to interpret, amend, or administer this policy at its discretion consistent with organizational policies, mission, and applicable laws.