



Greater Texarkana Branch NAACP #6231
Legal Redress Committee (LRC)
Grievance/Complaint Process

1. Grievance/Complaint received.
2. If the Grievance/Complaint is out of the Greater Texarkana Branch's jurisdiction (i.e., closer to another Branch affiliate or out of state), the LRC Chair will contact the complainant and inform them; note resolution, present to the LRC and Executive Committee.
3. A complainant must complete a grievance/complaint form and return the completed form to the Branch.
4. Upon return of the grievance/complaint form, the LRC Chair or Branch secretary forwards the form to the LRC to review and discuss.
5. Following the LRC review and discussion, the LRC Chair presents the grievance/complaint at the Executive Committee meeting to vote on how to proceed and/or the **final** decisive resolution. The Executive Committee consists of Branch officers, Executive Committee members and Committee Chairs.
 - a. If the Executive Committee votes "Against" the grievance/complaint, the LRC Chair notifies the complainant and advises why. Final resolution is noted and filed. (No Merit)
 - b. If the Executive Committee votes "For" the grievance/complaint, continue to the next step. (Merit)
6. The LRC Chair contacts the complainant. Additional information may be warranted to proceed with the investigation.
7. The LRC Chair schedules an appointment with the complainant. Other LRC members may attend to determine and/or pursue the best course of action and/or resolution.
8. The LRC Chair is responsible for maintaining documentation and keeping the LRC informed as well as providing updates at the Executive Committee meeting.
9. Completion of the grievance/complaint will be noted and filed.

*****IMPORTANT**

- **Date stamp all contact and/or communication with complainant via the LRC as well as forward to Branch Secretary for recordkeeping (to file).**