

UMECRA Protest Investigation Procedure

Purpose:

It is UMECRA's policy to investigate all protests thoroughly and promptly.

Scope:

This procedure applies to all UMECRA members, nonmembers and ride attendees.

Procedure:

The following procedure will be followed in order to address a filed protest.

President:

- 1) Upon notification of receiving a written protest; the President will contact the Secretary/Treasurer to see if the \$25 protest fee has been received.
 - a. Once the fee has been received, the President will communicate to the BOD that a protest has been filed within 48 hours of receiving the protest fee & letter.
 - b. The President will forward a copy of the written protest to the Vice President to begin the investigation process.
 - i. In the event the protest involves the Vice President, the President will assign a different BOD member to investigate the protest.
 - c. A copy of the protest is sent to the accused person with a statement saying that the Vice President will be starting an investigation into the allegations written in the protest. The Vice President will be contacting the complainant, any other person involved, witnesses and the accused person.

Vice President (VP):

- 1) Upon notification of receiving a written protest, the VP must:
 - a. Begin the investigation as soon as he/she is notified of the protest (within 48 hours).
- 2) Read the written protest letter.
 - a. Contact the complainant who filed the protest within 3 days of receiving the protest.
 - i. Hold a phone conversation with the complainant (within 3 days of protest being received). The VP will ask that the complainant send a written explanation answering the following questions to explain his/her side of the story.
- 3) Answer the questions;
 - a. Who was involved?
 - b. Who witnessed the situation?
 - c. What happened?
 - d. Where did this happen?
 - e. When did this happen?
 - f. How did this happen?
 - g. Ask for clarification if needed.

- h. Have you discussed this situation with anyone else? Who?
 - i. What action would you like to see done IF this protest stands up?
 - j. Reiterate your documentation back to the complainant to ensure the situation is documented correctly and clearly.
- 4) The complainant must sign and date and time stamp the documentation. If sent via email; the date and time stamp will be on the email.
- 5) If the VP is unable to contact the complainant, he/she should leave a voicemail requesting the complainant call him/her back as soon as possible to discuss the filed protest.
 - a. If a third attempt to contact the complainant is required, the VP should leave a message saying that the complainant needs to contact him/her within 48 hours to discuss the filed protest or the protest will not be investigated or considered for further action.
 - b. If voicemail is not available; the VP should document the date and time that a call attempt was made; three attempts on three different days should be made.
 - c. The VP can also send an email (if there is an email address) in the attempt to contact the complainant.
 - d. A registered letter can also be sent in an attempt to contact the complainant to obtain more information.
- 6) Contact witnesses: Hold a phone conversation with each of the witnesses (as soon as possible after talking with the complainant). These conversations should be completed within a 2-week period of time. The VP should explain the situation and ask the witness to send a written summary of what he/she witnessed by answering the following questions.
 - a. Who was involved?
 - b. Who witnessed the situation?
 - c. What happened? What did you see? What did you hear?
 - d. Where did this happen?
 - e. When did this happen?
 - f. How did this happen?
 - g. Ask for clarification if needed.
 - h. Have you discussed this situation with anyone else? Who?
- 7) Witness must sign and date and time stamp the documentation. If the document is sent via an email the date and time stamp will be on the email and their return address will suffice for a signature.
- 8) At least three attempts shall be made to contact each witness or other person(s) involved in the protest. Documentation is required to be made of each attempt (date, time of day, method of contact, etc.)
- 9) Contact the accused: Hold a phone conversation with the accused person in the protest and let him/her know that you have received a protest against him/her.
 - a. Explain that you are conducting the investigation and you are calling to get his/her statement as to what happened. Ask the accused to send a written statement of what happened. They should answer:
 - i. Who was involved?
 - ii. Who witnessed the situation?
 - iii. What happened?

- iv. Where did this happen?
- v. When did this happen?
- vi. How did this happen?
- vii. Have you discussed this situation with anyone else? Who?

- 10) The document needs to be signed and dated and time stamped. If the document is sent via email, the date and time stamp will be on the email and their return address will suffice for a signature.
- 11) If the VP is unable to contact the accused he/she should leave a voicemail requesting the accused call him/her back as soon as possible to discuss the filed protest.
- a. If a third attempt to contact the accused is required, the VP should leave a message saying that the accused needs to contact him/her within 48 hours to discuss the filed protest or the protest will be determined based on the facts gathered from the complainant and witnesses.
 - b. If voicemail is not available; the VP should document that date and time that a call attempt was made; three attempts on three different days should be made.
 - c. The VP can also send an email (if there is an email address) in the attempt to contact the accused.
 - d. A registered letter can also be sent in an attempt to contact the complainant to obtain more information.
 - e. The Vice President can re-contact any person previously contacted if clarification is needed after reading the documentation from the accused.
 - f. The Vice President will call the President to discuss the investigation and schedule a conference call with the entire BOD to further discuss the situation.
 - i. If the President wants more information, he/she will inform the Vice President to make further communications with selected people.
 - ii. The Vice President will scan all the documentation and send that to the BOD members to review before the conference call.
 - g. The President will schedule a conference call with the BOD. This call should take place within 30 days of receiving the written protest. If more than 30 days is required, the VP will contact the complainant and accused about the extended time and the reason.
 - i. BOD members should be prepared to discuss the protest by having reviewed all documentation sent from the Vice President.
 - ii. The BOD members are expected to not discuss the protest and the documentation gathered for the protest to members outside of the BOD.
 - h. After the conference call, the President will contact both the complainant and the accused with the decision that was made by the BOD. This contact can be by made a call but followed up with an email or a hard copy letter. This communication needs to be sent to the appropriate individuals within 7 days after a decision has been made by the BOD. The communication will include the decision by the BOD and the reason for the decision.