

**Non-discrimination Policy and Grievance Procedure**

*IMPACT does not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of board members, volunteers, subcontractors, and vendors, and provision of services to our clients. We are committed to providing an inclusive and welcoming environment for our board, staff, clients, volunteers, and subcontractors.*

**Grievance Procedure**

If at any point, a client feels discriminated against or treated unfairly by an IMPACT staff or board member, volunteer or subcontractor, the following procedure is in place to help redress the grievance.

This grievance procedure is designed to provide all clients with a means of recourse when they believe they have been treated unfairly, and, by virtue of such treatment, have been personally and adversely affected.

* If you feel comfortable, discuss the problem with IMPACT staff within two weeks of the incident. Clients may discuss the problem in writing, phone, e-mail, in-person or via Zoom or the equivalent. If you are not satisfied with the answer you receive, you may proceed to the next step.
* Present your grievance in written form to the IMPACT Executive Director, a staff member at the agency of referral or the [Massachusetts Commission Against Discrimination (MCAD)](https://www.mass.gov/how-to/how-to-file-a-complaint-of-discrimination) (linked to state website for filing a complaint). State both the problem and the action that you are requesting. The grievance will be answered by IMPACT in written form within two weeks after receiving the grievance in writing.
* If you are not satisfied with the results of the previous step, you are entitled to request a meeting with the President of IMPACT’s Board of Directors or designee, a leader of a partner agency, and a person of your choice. The decision of those present at this meeting will be final. The client will be notified of the decision in writing.

**Training**

All staff will be advised of this policy, which will be updated as needed. Staff will be trained on the policy and procedure during New Hire Orientation & refreshed during annual Employee Handbook reviews and acceptance.