

Procedure for Reporting Concerns or Grievances

The YMCA of the Black Hills is committed to providing a safe, respectful, and welcoming environment for all members, participants, parents, guardians, volunteers, and staff. We value feedback and encourage individuals to share concerns, suggestions, questions, or grievances regarding YMCA programs, services, facilities, personnel, or policies. Concerns raised in good faith help us improve the quality, safety, and effectiveness of our programs and operations.

Whenever possible, concerns should first be directed to the staff member or program director responsible for the area involved. Many concerns can be resolved quickly through direct communication. If the matter is not satisfactorily addressed, or if the individual is uncomfortable discussing the issue with program staff, the concern may be elevated to the next level of management or directly to the Branch Manager.

The YMCA encourages prompt reporting of concerns, including but not limited to:

- Inappropriate, suspicious, unsafe, or unprofessional behavior by staff, volunteers, members, participants, or guests
- Violations of YMCA policies, procedures, or standards of conduct
- Child abuse, neglect, bullying, harassment, or misconduct (Please refer to the Consumer Safety Manual or our Child Abuse Prevention Page of our website for additional resources including anonymous reporting options)
- Safety, security, or facility concerns
- Retaliation against an individual for reporting a concern
- Ethical concerns or whistleblower complaints
- Any issue that negatively impacts YMCA programs, services, or the participant experience

To initiate a formal review, concerns must be submitted in writing.

Information to Include

To support a timely and thorough review, written concerns should include, when available:

1. Names of individuals involved
2. Date(s), time(s), and location(s) of the incident or concern
3. Names of any witnesses
4. A detailed description of the concern, including:
 - The behavior, action, or policy concern being reported
 - Relevant statements or direct quotes, if applicable
 - Supporting documentation or evidence, if available
5. Any desired resolution or outcome

Investigation Process

All reported concerns will be reviewed promptly and objectively. The YMCA will make every reasonable effort to protect the privacy and confidentiality of all parties involved while conducting a thorough investigation.

Investigations may include:

- Interviews with involved individuals and witnesses
- Review of relevant documentation, records, or surveillance footage
- Consultation with subject matter experts, legal counsel, or external authorities when appropriate

All individuals involved are expected to cooperate fully with the investigation process.

If the YMCA determines that a violation of policy, standards of conduct, or law has occurred, appropriate corrective action will be taken, up to and including suspension of privileges, termination of employment or volunteer service, and/or notification of appropriate law enforcement or governmental agencies.

Resolution Timeline

The YMCA will make every effort to acknowledge receipt of a formal written concern within five (5) business days and complete a review or investigation within fifteen (15) business days, when reasonably possible. More complex matters requiring additional investigation may take longer. Individuals who submit concerns will be informed when additional time is necessary.

A written response summarizing the findings and any actions taken, when appropriate, will be provided following completion of the review.

Appeal Process

If the individual reporting the concern believes the matter has not been adequately addressed, they may submit a written appeal to the Chief Operations Officer within **ten (10) business days** of receiving the YMCA's response.

The Chief Operations Officer will conduct a review of the matter and provide written determination. The decision of the Chief Executive Officer, when involved, shall be considered final.

Protection Against Retaliation

The YMCA of the Black Hills strictly prohibits retaliation against any individual who, in good faith:

- Reports a concern or suspected violation
- Participates in an investigation
- Provides information related to a concern or complaint
- Assists another individual with the reporting process

Any individual who experiences or witnesses retaliation should report it immediately. Reports of retaliation will be investigated promptly, and appropriate corrective action will be taken when warranted.

Continuous Improvement and Oversight

Reported concerns and incidents may be reviewed by YMCA leadership to identify trends, strengthen risk management practices, and improve program quality and participant safety. Information shared during these reviews will be handled confidentially and in accordance with applicable laws and YMCA policies.

Rapid City YMCA
815 Kansas City Street, Rapid City
605-718-9622

Edgemont YMCA
715 Mogul Way, Edgemont
605-662-7999

Liberty Center YMCA
401 Main Street, Box Elder
605-791-0400

Rapid City Education Center
625 Ninth Street, Rapid City
605-718-5437

Custer YMCA
644 Crook Street, Custer
605-673-5134

Custer Education Center
1315 Bluebell Lane, Custer
605-673-2222