

## **Attachment 2. GRIEVANCE PROCEDURE FOR RESPONDENT ORGANIZATIONS TO ACAM'S PROFESSIONAL AUDIT SERVICES RFP**

### **Purpose**

The purpose of the grievance procedure is to settle any grievance between a Respondent Organization and Alliance of Community Assistance Ministries, Inc. (ACAM), as quickly as possible to assure an efficient and fair procurement.

### **Eligibility**

A grievance may be filed by any respondent organization that claims it has been adversely affected by:

1. The score assigned by the Proposal Review Team.
2. Improper application of ACAM regulations, and procedures.

### **Procedure for Filing Respondent Organization Grievances**

The following steps must be followed in the order given. Time limits shall begin on the first working day after the applicable occurrence, filing, appeal, response, or recommendation. Working days shall not include weekends or national holidays.

#### **Step 1**

To be considered, a grievance must be filed in writing with ACAM within 24 hours of contract award announcement on **or around December 9, 2022**. This written grievance should be sent to Bren Grman, Resource & Program Development Director at [bgorman@acamweb.org](mailto:bgorman@acamweb.org). ACAM has forty-eight (48) hours from receipt of the grievance form to respond to and resolve the grievance.

#### **Step 2**

If the respondent organization is not satisfied with the proposed resolution, the respondent organization has twenty-four (24) hours to file an appeal with the ACAM Grievance Committee.

The Grievance Committee has forty-eight (48) hours to investigate, talk with the grievant, and respond in writing using the official form.

#### **General Provisions**

1. The Grievance Forms provided\* should be used in pursuing a resolution of the grievance.
2. The respondent's organization may represent itself or be represented by a chosen representative when presenting the organization's grievance.

\*Note: Grievance Forms are attached

**NOTE:** Any other attachments will not be reviewed as part of the proposal.

**GRIEVANCE PROCEDURE FOR THE ACAM PROFESSIONAL AUDIT SERVICES  
RFP – Respondent/Proposer Organization  
Grievance Form**

Respondent Organization: \_\_\_\_\_

Respondent Representative: \_\_\_\_\_

Job Title: \_\_\_\_\_

Organization's Address: \_\_\_\_\_

Organization's Phone Number: \_\_\_\_\_

We have discussed this complaint with ACAM staff and received his/her verbal answer on (date)\_\_\_\_\_. Because this answer is unacceptable to us, we wish to file a formal complaint.

Nature of grievance. Explain how your organization was unfairly treated including names and dates. (Use additional pages if needed.)

A just and fair solution of our grievance is:

We understand that if we wish to further appeal our complaint, we have twenty-four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**GRIEVANCE PROCEDURE FOR THE ACAM PROFESSIONAL AUDIT SERVICES  
RFP – Proposer/Respondent Organization Grievance Form**

Response from ACAM’s Grievance Committee

Respondent Organization: \_\_\_\_\_

Respondent Representative: \_\_\_\_\_

Job Title: \_\_\_\_\_

Organization’s Address: \_\_\_\_\_

Organization’s Phone Number: \_\_\_\_\_

ACAM’s Grievance Committee Response to Respondent Organization’s Complaint:

Grievances not appealed timely are considered settled at the previous level.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_