



ACAM Grievance Procedure for Applicant Organizations

Purpose

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

Eligibility

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

1. The score assigned by the Application Independence Review Team.
2. Improper application of Alliance of Community Assistance Ministries, Inc. business rules, 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 the preliminary contract award announcement. This written grievance should be sent to Bren Gorman, **Resource and Program Development Director** at admin@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 herein should be used in pursuing a resolution of the grievance.
2. The respondent organization may represent itself or be represented by a chosen representative when presenting the organization's grievance.

GRIEVANCE PROCEDURE FOR ACAM RFP RESPONDENT ORGANIZATIONS

Grievance Form

Respondent Organization: _____

Respondent Representative: _____ Job Title: _____

Organization's Address: _____

Organization's Phone Number: _____

We have discussed this complaint with the **Resource and Program Development Director** and received 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.)

Empty box for describing the nature of the grievance.

A just and fair solution of our grievance is:

Empty box for describing a just and fair solution.

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 ACAM RFP RESPONDENT ORGANIZATIONS

Grievance Form Response from ACAM’s Grievance Committee

Respondent Organization: _____

Respondent Representative: _____

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

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

Date

Signature