

Balance of State (BOS) Grievance Procedure

Pre-Complaint Process

Ideally, disputes and problems should be resolved between parties on a one-to-one basis. The issues should be clearly stated and understood by both parties. If this process does not resolve the matter, the aggrieved party may seek resolution through the process outlined below, which can lead to binding arbitration or alternative means such as mediation or facilitation.

If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the State of Utah, Attorney General's Office.

Formal Complaint Process

Member notifies his/her immediate supervisor/ Executive Director to discuss complaint, put complaint in writing, and discusses possible solutions.	If dispute is not resolved, then...	Supervisor/Executive Director discusses matter with BOS Chair who replies in writing to member's complaint within 10 working days.
Member appeals to BOS Chair within 5 working days. BOS Chair must meet with parties within 5 working days of receiving appeal.	If dispute is not resolved, then...	BOS Chair will discuss grievance with parties and within 5 working days, make a decision on the grievance and take any necessary action.
Member appeals decision to Long Range Planning Committee (LRPC) Chair in writing describing all steps taken to resolve the matter.	If dispute is not resolved, then...	LRPC Chair will hold an informal hearing and interview parties involved, and will make final decision within 10 working days.
If decision is unfavorable to member, then member may submit to binding arbitration before an independent and qualified arbitrator.	If dispute is not resolved, then...	Arbitrator will make decision within 30 calendar days. Cost of arbitration will be divided evenly or if member wins, program pays full amount.