

**BED AND BREAKFAST ASSOCIATION OF ALASKA
INSIDE PASSAGE CHAPTER
Grievance Committee Complaint Process**

The Grievance Committee shall consist of a committee chairperson and ____ volunteer BBAIP members and the Board of Directors of BBAIP. The Grievance Committee shall be responsible for handling any and all complaints and concerns received from guests or innkeepers about a BBAIP innkeeper member or innkeeper property. Any complaint that affects the health, safety and welfare of a guest shall be responded to by the Grievance Committee. Any complaint received concerning the unprofessional or unethical conduct of a BBAIP member innkeeper shall be responded to by the Grievance Committee.

The Grievance Committee shall serve as a guide and advisor to member innkeepers during the grievance process but final decisions to terminate an innkeeper membership shall be made by majority vote of the board of directors.

____ or more complaints received against an innkeeper member during a ____ - year period of time will result in an investigation to determine if the complaints or concerns are detrimental to the mission and/or reputation of BBAIP according to the established standards for membership. The Grievance Committee shall submit the results of their investigation to the board of directors for voting on removal of the member innkeeper from the BBAIP.

All complaints or concerns must be in written form.

All complaints or concerns will be kept in the strictest of confidence by the Grievance Committee.

Should a Grievance Committee member be under investigation, that committee member will step down from the committee until the situation is corrected.

All positive comment cards will be immediately sent from the BBAIP post office box address to the member innkeeper. All written complaints and unfavorable comment cards shall be sent immediately to the Grievance Committee Chairperson

The Grievance Chairperson shall send a letter, with a photocopy of the unfavorable comment card (front and back sides) or written complaint, within 3 days of receipt of the written complaint or card, to the innkeeper, directing the innkeeper member to review the problem and strongly urge the innkeeper to write a letter within ____ days to the complainant to try to solve the problem. A copy of the innkeeper's letter to the complainant, or written explanation of actions taken by the innkeeper, shall be immediately forwarded to the Grievance Committee Chairperson.

The Grievance Chairperson shall contact the complainant after ____ of days to ascertain if the initial problem has been resolved to everyone's satisfaction. The complainant shall be requested to confirm his or her satisfaction in writing to the Grievance Committee.

If a complainant is still not satisfied, and the Committee feels that it has done all in its power to resolve the situation and it has determined that the complaint is legitimate, the Committee

Chairperson shall advise the members of the board of directors that a grievance conference is necessary. The Grievance Committee Chairperson shall confer with the board of directors to set a conference date and shall send a notice to the innkeeper by certified mail, return receipt requested, stating that a grievance conference will be held on the date set by the board of directors (but not less than 30 days prior to mailing such notice) to determine the innkeeper's membership status in BBAIP. Said notice shall urge the innkeeper to attend the conference, either in person or by teleconference, to present his or her side of the issue, or to at least write to the Board of Directors his or her version of the events, and what steps the innkeeper has taken to correct the grievance.

The Grievance Committees' duties have been completed when a grievance reaches the point where a grievance conference date is set by the board of directors; however, the Grievance Committee Chairperson shall be available to answer questions by the board of directors as necessary.

At the grievance conference, after hearing the member's response, if given, the board of directors shall:

Elect to make additional suggestions to the innkeeper member on how to further handle the situation and direct the innkeeper member to try to resolve the problem by a certain date, and ask the complainant guest to respond within xxx number of days, to establish if this matter has now been handled to his/her satisfaction; or

Give the member a warning that no more complaints will be allowed; or

Make the decision to terminate the innkeeper from membership effective immediately.

If the innkeeper's membership is terminated, a brief letter to that effect shall be sent to the complainant signed by the Chairperson of BBAIP.

Any innkeeper terminated from membership in BBAIP, shall have the right to file a written appeal within 30 days of the board's final determination.

RECOMMENDATION:

A permanent file should be made for each and every BBAIP member and that copies of any and all unfavorable comment cards and written complaints should be kept in a separate sealed envelope within the member's permanent file, with the name of complainant and date written on outside of the sealed envelope, after the incident has been finished to everyone's satisfaction. Possession of the permanent member files should be kept by _____, and retained until the Alaska state statute of limitations has passed as to any possible lawsuit that may be filed by the affected innkeeper, and after any member is no longer in the bed and breakfast industry or is no longer a BBAIP member.