

# Valley Ranch Islamic Center (VRIC) Escalation Policy

## 1. Purpose:

The purpose of this policy is to provide a structured approach for addressing and resolving issues that arise at the Valley Ranch Islamic Center (VRIC). This process ensures that concerns are handled efficiently, while maintaining the values of fairness, transparency, and respect.

## 2. Scope:

This policy applies to individuals associated with VRIC, including but not limited to staff, volunteers, members, and the wider community. It covers any concerns or issues that may arise, ranging from facility-related matters to programmatic concerns and administrative issues.

## 3. Escalation Process:

### Step 1: Initial Resolution

- **Responsibility:** The person encountering the issue should first attempt to resolve it with the relevant department or individual involved (e.g., VRIC admin, Operations manager, Board of Directors, Board of Trustees or imam).
- **Action:** Address the concern directly and provide any relevant details to facilitate resolution. This could be done via email, phone, or in person.

### Step 2: Supervisor Involvement

- **Responsibility:** If the issue cannot be resolved at Step 1, it should be escalated to the relevant supervisor. This may include leadership at VRIC.
- **Action:** The concerned individual should send a written communication to the supervisor detailing the issue, previous attempts to resolve it, and any supporting documentation or evidence.
- **Timeline:** The supervisor should respond within 48 hours.

### Step 3: Board Involvement

- **Responsibility:** If the matter remains unresolved after Step 2, the issue should be escalated to the Board of Directors at VRIC.
- **Action:** A formal written communication should be submitted to the Board outlining the issue, previous steps taken, and any additional relevant information.
- **Timeline:** The Board should review and respond within 5 business days.

### Step 4: Formal Resolution and Follow-Up

- **Responsibility:** If no resolution is achieved at Step 3, the issue may be formally reviewed in a board meeting or another appropriate formal forum.

- **Action:** A decision will be made by the board, and a final resolution or next steps will be communicated to the involved parties. This may include adjustments to policies, procedures, or actions taken by VRIC.

#### **4. Guidelines for Escalation:**

- **Timeliness:** It is important to address concerns promptly. Delays in escalation can lead to unnecessary frustration and impede effective resolution.
- **Respectful Communication:** All communication during the escalation process should remain respectful and constructive. Personal attacks or disrespectful behavior are not acceptable.
- **Documentation:** Ensure that all steps taken to resolve the issue are documented. This includes emails, phone calls, and meeting notes, which may be needed to support the escalation process.
- **Confidentiality:** Sensitive issues should be handled with confidentiality to protect the privacy of all involved parties.

#### **5. Emergency Escalation:**

In cases of emergencies (e.g., security concerns, safety hazards, or urgent community matters), an immediate escalation may be required to the leadership or board. In such cases, the standard timelines may be adjusted to accommodate the urgency of the situation.

#### **6. Review and Feedback:**

After a resolution is reached, feedback from all parties will be solicited to evaluate the effectiveness of the escalation process. This feedback will be used to continuously improve VRIC's internal processes.

Approved by the VRIC Board of Directors

Tuesday December 10, 2024