

THE TRIPP-JONES FAMILY

GRIEVANCE & CONDUCT

COMPLAINT PROCEDURE

A fair, confidential process for resolving concerns — Constitution Articles 25, 26, 33

1. Purpose

The Tripp-Jones Family is committed to an environment of respect, dignity, and civility for all members. This Procedure provides a clear, fair, and confidential process for any family member to raise a concern about the conduct of another member or officer.

This Procedure is grounded in three articles of the Constitution:

- Article 25 — Code of Conduct (behavior expectations and enforcement)
- Article 26 — Procedures for Removal of an Executive Officer (for officer-related complaints)
- Article 33 — Dispute Resolution (informal and mediation processes)

2. Types of Complaints

Complaint Type	Description
Member Conduct Complaint	Concerns about a family member's behavior at a reunion, meeting, or on family platforms (Art. 25).
Officer Conduct Complaint	Concerns about an officer's conduct in or related to their official role (Art. 26).
Dispute Between Members	Personal disagreements that cannot be resolved informally (Art. 33).
Privacy Violation	Concerns that personal information was shared improperly (Art. 21).

3. Step-by-Step Process

Step 1 — Informal Resolution (Try This First)

Family members who experience a concern are encouraged to resolve it privately and respectfully whenever possible (Art. 33, Sec. 1). If you feel safe doing so, speak directly with the person involved. Many misunderstandings can be resolved through a calm, honest conversation.

Step 2 — Request Mediation

If informal resolution is unsuccessful, you may request mediation from the President, Parliamentarian, and a District Leader (Art. 33, Sec. 2). Contact the President or Secretary to initiate. Mediation recommendations are advisory and non-binding but strongly encouraged.

Step 3 — File a Formal Complaint

If mediation does not resolve the issue, or if the matter is serious enough to require formal action, submit a written Grievance & Conduct Complaint Form (Section 6 of this document) to the President (or Secretary if the complaint involves the President).

Step 4 — Executive Committee Review

The President will convene the Executive Committee within 14 days of receiving a formal complaint. The Committee will:

1. Notify the subject of the complaint in writing.
2. Give the subject an opportunity to respond.
3. Review all information and determine an appropriate course of action.

Step 5 — Resolution & Notification

The Executive Committee will notify both the complainant and the subject of the outcome in writing within 30 days of receiving the complaint. For complaints against officers, outcomes may include a warning, required mediation, or initiation of removal proceedings under Article 26.

4. Confidentiality

All formal complaints and proceedings are confidential. The identity of the complainant will be protected to the greatest extent possible. Officers involved in reviewing a complaint shall not disclose complaint details to uninvolved parties. Retaliation against any member for filing a good-faith complaint is a violation of the Code of Conduct and may itself result in disciplinary action.

5. Complaints Involving Officers

Complaints involving an officer's conduct in their official role are subject to Article 26 of the Constitution. Grounds for formal removal proceedings include:

- Misconduct or unethical behavior
- Neglect of duties or failure to fulfill responsibilities
- Breach of fiduciary duty or conflicts of interest
- Failure to comply with the Constitution or Bylaws
- Behavior detrimental to the family's interests, reputation, or objectives

A two-thirds majority vote of the Executive Committee and District Leaders is required for removal (Bylaws, Art. 7). A removed officer has 30 days to appeal (Art. 26, Sec. 7).

6. Grievance & Conduct Complaint Form

TRIPP-JONES FAMILY — GRIEVANCE & CONDUCT COMPLAINT FORM
CONFIDENTIAL — Submit to President or Secretary
Date Submitted: _____

Section A — Complainant Information

Field	Response
Your Full Name	
District	
Phone / Email	
Preferred Contact Method	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail
May we share your identity with the subject?	<input type="checkbox"/> Yes <input type="checkbox"/> No — I wish to remain anonymous if possible

Section B — Subject of the Complaint

Field	Response
Name of person your complaint involves	
Their role (if officer)	
District	

Field	Response
Nature of complaint	<input type="checkbox"/> Member Conduct <input type="checkbox"/> Officer Conduct <input type="checkbox"/> Dispute <input type="checkbox"/> Privacy Violation <input type="checkbox"/> Other: ____

Section C — Description of the Complaint

Describe the incident(s) clearly and factually. Include dates, locations, and any witnesses.

Date(s) of incident(s): _____

Location / Platform: _____

What happened (be as specific as possible):

Question	Response
Were there witnesses?	<input type="checkbox"/> Yes — Names: _____ <input type="checkbox"/> No
Do you have supporting evidence?	<input type="checkbox"/> Yes — describe: _____ <input type="checkbox"/> No
Have you attempted informal resolution?	<input type="checkbox"/> Yes — describe outcome: _____ <input type="checkbox"/> No
Have you requested mediation?	<input type="checkbox"/> Yes — describe outcome: _____ <input type="checkbox"/> No

Section D — Requested Resolution

What outcome are you hoping for?

Complainant Signature Date: _____

Official Use Only

Field	Record
Received by	
Date received	
Acknowledged to complainant on	
Subject notified on	
Executive Committee review date	
Outcome	
Outcome communicated on	
Complaint closed on	