

## **LCCB GRIEVANCE LIAISON**

LCCB Grievance Liaison will be a sitting member of the LCCB Board of Directors holding the PR/Marketing position. This position will be responsible for entertaining concerns brought forth by individuals participating in the current LCCB productions (e.g., The Nutcracker, Spring show, etc.), and presenting them to the involved parties, with resolution as a goal.

Individuals may bring concerns to the liaison that involve themselves, or their immediate charge(s). If the complainant is a minor, a parent/guardian will be notified. The only exception to this policy is when there may be harm to self, or others involved. The liaison will request that the concerns are then sent, electronically, for review. The liaison will investigate the concerns and then present the concerns to the individual(s) named in the correspondence. The liaison will make every effort to present the concerns in an unbiased manner, representing the interests of all concerned.

The liaison will then respond, electronically, to the complainant and the LCCB Board President, with the results of the meeting. If the complainant has achieved satisfaction, no further action is taken. If the complainant feels that the results are unsatisfactory, then the complainant will have the option to enter into mediation with the named individual(s), the LCCB Grievance Liaison, and the LCCB Board President.