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GRIEVANCE PROCEDURES

These Grievance Procedures are intended as the tool by which a member of the Evolve Live Centers™ (ELC) community may formally file a grievance, regarding any condition of their residency, and have it heard by the management of the ELC. The aggrieved Resident has the right to representation by another house member.

In the event of a member of the house wishes to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their Manager as possible. It is understood however, that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters that aggrieve the Residents.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

STAGE 1

A Resident who has a grievance, should raise the matter with his/her Manager / assistant Manager immediately either verbally or in writing. If the matter itself concerns the Resident's immediate Manager, then the grievance should be taken to their superior.

If the Manager is unable to resolve the matter at that time, then a formal written Grievance Form should be submitted (see Appendix 1). The Manager should then respond **within 2 days** to the grievance unless both parties agree upon an extended period of time. The response will give a full written explanation of the manger's decision and who to appeal to if still aggrieved.



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(continued)

STAGE 2

In most instances, ELC would expect the Manager's decision to be final and for the matter to come to a close. However, in some circumstances the Resident may remain aggrieved and can appeal against the decision of the Manager concerned.

The appeal, to the Manager next in line, must be made **within 10 days** of the original response to the Resident's grievance. The appeal must be in writing (see Appendix 2) and contain the original formal Grievance Form. This Manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the name of the person to whom they can appeal if still aggrieved, **within 7 days**.

Where the 'next in line' Manager at this stage is the Director with responsibility for the employees function, the grievance should immediately progress to Stage 3.

STAGE 3

If the Resident remains aggrieved, there will be a final level of appeal to the Owner responsible for the house function. This appeal must be made in writing (see Appendix 3), enclosing a copy of the original formal Grievance Form, to the Owner **within 10 days** of receipt of the Stage 2 response. The Owner will arrange and hear the appeal with another management representative and respond formally with a full explanation **within 20 days**.

Where a grievance is raised against an Owner, then the grievance will be heard by the Chief Owner.

There is no further right of appeal. Where, however, **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will be made to find a mutually acceptable third party.



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GRIEVANCE PROCEDURES

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USING MEDIATION

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

Evolve Life Centers™ will seek to identify members who have been trained and accredited by an external mediation service who can act as internal mediators in addition to their day jobs. When this is not appropriate the Company will source an external mediation provider. Mediators will work individually or in pairs as co-mediators.

There are no hard-and-fast rules for when mediation is appropriate but it can be used:

- for conflict involving Residents of a similar level, or between a Manager and their Residents
- at any stage in the conflict as long as any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of Evolve Life Centers™ formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.



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**APPENDIX 1:
Formal Grievance Form**

To:

From:

Date:

Manager:

Dear _____,

I wish to take a formal grievance out against _____

in line with the Evolve Life Centers™' Grievance Procedure. The details of my grievance are as follows:

Yours sincerely,

(Manager should respond to this formal written grievance within 2 days unless an extended period for response is mutually agreed.)



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**APPENDIX 2:
Initial Appeal Form**

To:

From:

Date:

Manager:

Dear _____ ,

On _____ (insert date; must be within 10 days of the response to the initial formal grievance), my grievance against _____ was heard by _____.

I am not satisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with Evolve Life Centers™' Grievance Procedures.

I've enclosed a copy of the original Grievance Form regarding this matter and other correspondence and information related to it.

Yours sincerely,

(Manager should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed.)



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**APPENDIX 3:
Appeal to Owner Form**

To:

From:

Date:

Manager:

Dear _____,

On _____ (insert date; must be within 10 days of the response to the second stage of the formal grievance), I appealed the decision made on my initial grievance against _____.

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with Evolve Life Centers™' Grievance Procedures.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely,

(Owner should respond to this formal written grievance within 20 days unless an extended period for response is mutually agreed.)