

# Oregon Country Fair Grievance Process

The Oregon Country Fair grievance process is a formal procedure established specifically for situations in which the OCF written guidelines or policies are alleged to have been violated during OCF related interactions (in person or online) and you have been adversely impacted. If you're not able to otherwise resolve the situation, then you may file a formal [grievance](#).

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## Outline of the Grievance Process

The following is an overview of [conflict response at the Fair](#) and the approach used in OCF's grievance process. Please refer to the definitions of [grievance terms](#) for further clarification..

**Before filing a grievance**, follow as many of the [pre-grievance](#) steps as possible.

**Step 1) Try to talk** with the [respondent](#). If talking face to face is difficult, ask for help from a mutual friend, a trusted Elder, or ask for mediation or conflict coaching from [CeDaR, or the Conflict Resolution Crew](#). If that does not resolve it,

**Step 2) Reach out to an OCF Fair leader** for help. If that does not resolve it,

**Step 3) Notify the Grievance Administrator.**

The [grievant](#) will need to allow time to work through these pre-grievance steps while remaining within the 60 day time limit for filing a grievance. Therefore, grievants should **start these pre-grievance steps as soon as possible** after the conflict giving rise to a possible grievance.

\*If you experienced trauma such as assault, bias-based attacks, harassment, etc. (see definitions below), the pre-grievance steps will be optional and you may file a grievance directly with the Grievance Administrator. The Grievance Administrator will assign a Fact Finder to determine if the reported incident meets the threshold for the timelines and pre-grievance requirements to be waived. There will be no time limit to file step one on these grievances. If the reported incident does not meet the threshold, the grievant will be referred back to pre-grievance and timelines will apply. This decision may be appealed to the Grievance Administrator.

**The Grievance Administrator may not admit a complaint into the grievance process if**

- the grievant did not attempt to work it out informally with a leader before filing,
- the grievance is not filed within the 60 day time limit, or
- the grievant does not allege facts that, if true, would violate OCF written guidelines or policies.

Click here for more detailed information about the role of the [Grievance Administrator](#).

**File a Grievance** See [how to file a grievance](#).

### The Three Phases of the Grievance Process

**After the [grievance form](#) is filed** with the Grievance Administrator, there may be up to three phases in the grievance process. Click on each level below for more detailed information.

[PreGrievance Phase](#), the steps one may take before filing a grievance;

Phase 1 - [Restorative Justice](#), a process intended to heal and resolve;

Phase 2 - [Arbitration](#), a process to be used if it is not resolved by Restorative Justice; and

Finally, there is the potential option to [appeal](#) to management, used if there was an error in the administration of the process.

Most grievances will resolve in Phase One (Restorative Justice) without the need to go to other levels.

**Every year the grievance process is on hiatus from June 1st through July 31st unless both parties and the Grievance Administrator agree to forgo the hiatus period.** Hiatus days will not be counted when calculating time limits. The yearly grievance process hiatus does not preclude filing paperwork, working with Fair leaders to try to resolve it, using CeDaR's services for either mediation or conflict coaching, or for holding a Restorative Justice meeting as long as **the parties are in agreement about using that time in that way.**

**All parties have a responsibility to cooperate** and must follow this grievance process and comply with all rules and rulings made in accordance with this process. Failure of the grievant to cooperate could result in finding for the respondent. Failure of the respondent to cooperate could result in a finding for the grievant.

**Retaliation is strictly prohibited.** (See definition) Any individual gathered for OCF activities or discussion (in person or online) is able to pursue a grievance in good faith without expectation of punishment, consequences or adverse impact. In addition, all participants (for example witnesses, and others, etc.) in a grievance may participate free and clear from any fear of punishment, consequences, or adverse impact from any person or organization at the Fair as a result of their participation. A good faith grievance is a complaint filed that an individual believed was true. In other words, a grievant may not file a complaint that the grievant knew or should reasonably have known was false. Any incidents of retaliation or suspected retaliation should be reported to the Grievance Administrator immediately.

Click here for a [summary of all time limits](#) in the grievance process.

This grievance process and the [grievance form](#) can be found at [www.oregoncountryfair.net](http://www.oregoncountryfair.net) under *Documents*. Any questions can be emailed to the OCF's Grievance Administrator at [grievance@oregoncountryfair.org](mailto:grievance@oregoncountryfair.org).