

Section 5: VACCRRRA Internal Problem Resolution Protocol

Individuals participating in VACCRRRA communications, inclusive of phone, email and face-to-face conversations, may at times disagree with the content or manner of the discussion. VACCRRRA has the following process to promote professional communications and resolve concerns that may occur in a VACCRRRA sponsored environment:

le: Staff member on listserv is concerned about a service group listserv comment or circulation of inaccurate information.

- Address issues of concern directly with the individual(s) involved.
- Seek support and assistance from the service group liaison, immediate agency supervisor and/or VACCRRRA Coordinator.
- If internal resolution does not occur, contact your supervisor and/or your agency director. The agency director may choose to consult with the VACCRRRA Executive Committee or CDD at this stage.
- If the previous steps have been taken and the issue is not resolved, then the concern will be referred to the VACCRRRA Executive Committee. The VACCRRRA Executive Committee will follow up with the involved person(s) and the agency director.
- If the previous steps have been taken and the decision from the Executive Committee does not produce a satisfactory outcome, the individual(s) involved may inform the VACCRRRA Coordinator of their intent to file a formal grievance with the VACCRRRA Board.