SAFD

Society of American Fight Directors

Concern Resolution Pathway
Revised 4/4/2025

Purpose
The purpose of this Concern Resolution Pathway (CRP) is to provide a clear and structured process for SAFD members to raise and resolve concerns within the organization. This CRP seeks to inform members as to whom they should address serious issues and to protect members from reprisal for reporting possible instances of discrimination, harassment or safety. It simultaneously aims to ensure that all concerns are handled fairly, promptly, and confidentially.

The CRP provides contact information for individuals who have agreed to be responsive to reported issues and work to resolve them. It consists of:

- A written, clear, and transparently shared list of procedures for addressing a concern
- A written, clear, and transparently shared list of persons with whom the concern should be addressed
- A commitment to give reported concerns priority and a reasonable timeline for resolution

Level One for All Members

- Identify the Concern
    - Members should clearly identify the nature of their concern, including specific details and any relevant documentation.
- Initial Discussion
    - Members are encouraged to discuss their concern openly and respectfully with the person involved, if appropriate and comfortable. This can often resolve issues quickly and informally.

If you are concerned with your safety, feel threatened, or feel you cannot engage with Level One for any reason, please proceed directly to Level Two.

Level Two for All Members

- Escalation to Member Representative
    - If the concern is not resolved through initial discussion, the member should escalate the issue to their corresponding member representative:

    Fight Master Representative (fmrep@safd.org)
    Fight Director Representative (fdrep@safd.org)
    Certified Teacher Representative (ctrep@safd.org)
    Advanced/Intermediate Actor/Combatant Representative (adv.int.rep@safd.org)
    Actor/Combatant/Friend Representative (ac.friend.rep@safd.org)

- If the corresponding member representative is unable to be an unbiased and impartial participant in the CRP for any reason, the member may contact any other member representative to report their concern.
- The member representative will acknowledge receipt, review the concern, and attempt to resolve it within **5 business days**. If the initial Level Two facilitator fails to respond promptly, the member may forward their concern to all Level Two contacts for review within another **5 business days**. Any further unresponsiveness immediately escalates the concern to Level Three.
- All concerns that reach Level Two **must** be reported to Level Three, even if no action is required. This reporting is the responsibility of the membership representative and not the member bringing forth the concern.
- Individuals may be anonymized in the reporting to the next level, if requested, and no further action on the individual's part is required.

If you are concerned with your safety, feel threatened, or feel you cannot engage with Level Two for any reason, please proceed directly to Level Three.

Level Three for All Members

- Escalation to Executive Committee Members
    - If the concern is not resolved through escalation to a member representative, the following participants will assist in resolving the issue:

    IDEA Officer (diversity@safd.org)
    Secretary (secretary@safd.org)

Treasurer (treasurer@safd.org)

- Upon receiving an escalated concern, the Level Three facilitator will acknowledge receipt, review the concern, and attempt to resolve it within **5 business days**. If the initial Level Three facilitator is unable to respond promptly, the member may forward their concern to all Level Three contacts for review within another **5 business days**. Any further unresponsiveness immediately escalates the concern to Level Four.
- All concerns that reach Level Three **must** be reported to Level Four, even if no action is required. This reporting is the responsibility of the Executive Committee member and not the member bringing forth the concern.
- Individuals may be anonymized in the reporting to the next level, if requested, and no further action on the individual's part is required.

If you are concerned with your safety, feel threatened, or feel you cannot engage with Level Three for any reason, please proceed directly to Level Four.

Level Four for All Participants and Staff

This should be considered the final level of the path, capable of resolving issues that have not been resolved at prior levels.

- Formal Written Complaint
    - If the concern remains unresolved, the member is encouraged within **45 days** of the initiation of the concern, to submit a formal written complaint to the following:

      Vice President (vice-president@safd.org)

    - The complaint should include:
        - A detailed description of the concern
        - Steps taken to resolve the issue informally
        - Any supporting documentation
        - Desired outcomes of resolution (see limitations below)

- If the Vice President is not able to be an unbiased and impartial participant in the CRP for any reason, then Level Four may also include:

  President (president@safd.org)

- Review & Investigation
    - Upon receiving the formal complaint, the Level Four facilitator will acknowledge receipt within **5 business days** and initiate a review and investigation. This may involve:
        - Interviewing parties involved
            - members who are the subject of complaints shall be given up to **30 days** to respond in writing
        - Reviewing relevant documents and records
        - Consulting with legal counsel or other relevant resources
    - If the Level Four facilitator is unable to acknowledge receipt or interview parties promptly, they are responsible to inform all Level Three and Four contacts so an appropriate facilitator may be assigned within **10 business days**.
- Resolution & Feedback
    - The Level Four facilitator will provide a written response to the complainant within **10 business days** of completing the investigation. The response will include:
        - Findings of the investigation
        - Actions to be taken to resolve the concern
        - Any follow-up steps or monitoring
- Appeal Process
    - If any member involved in a formal complaint is not satisfied with the resolution, they may appeal the decision.
    - The appeal must be submitted in writing within **15 days** of receiving the resolution. Otherwise, the initial investigation resolution will be upheld.
        - Future concerns may include reference to previously-resolved investigations, and does not bar complainants from submitting further concerns.
- Final Decision
    - An appeals committee consisting of members of the Governing Body not initially associated with the complaint will review the appeal and provide a final decision within 30 days.
    - This decision will be communicated in writing to all parties and will be considered final.

Roles and Responsibilities

- Members: Responsible for identifying and reporting concerns promptly and providing necessary documentation.
- Member Representatives, IDEA Representative, Secretary & Treasurer: Responsible for addressing concerns raised by members, attempting to resolve them at the initial level, and forwarding reports - anonymized or otherwise - to next level contacts.

- President & Vice President: Responsible for reviewing formal complaints, conducting investigations, and ensuring a fair resolution process.
- Appeals Committee (convened in necessary instances): Responsible for reviewing appeals and making final decisions.

Timeframes

- Level One (Initial Discussion): As soon as possible, after identifying the concern.
- Levels Two & Three Review: Within 5 business days of escalation.
- Formal Complaint Acknowledgement: Within 5 business days of receiving the formal complaint.
- Opportunity to Defend: Within 30 days of notification of complaint.
- Investigation and Response: Within 10 business days of completing the investigation.
- Appeal Review: Within 15 days of receiving the appeal.

Documentation

All concerns, actions taken, and resolutions must be documented by associated CRP facilitators. This includes initial discussions, formal complaints, investigation findings, and final decisions. Documentation helps maintain a clear record for future reference and accountability.

Communication Protocols

Members will be informed of the status of their concerns and the outcomes of investigations through written communication. Regular updates will be provided to ensure transparency and keep members informed throughout the process.

Escalation Procedures

If a concern is not resolved at the initial levels, it should be escalated to the next level of authority. Contact information for membership representatives, Executive Committee members, and the chair of any appeals committee formed will be provided to facilitate this process.

Legal Compliance

The concern resolution process will comply with all relevant laws and regulations, including labor laws, anti-discrimination laws, and workplace safety regulations. The organization will regularly review and update the pathway to ensure legal compliance.

Confidentiality

All concerns and complaints will be handled with the utmost confidentiality. Information will only be shared with individuals directly involved in the resolution process, and all efforts will be made to protect the anonymity desired by individuals who submit concerns.

Non-Retaliation

The organization strictly prohibits retaliation against any member who raises a concern or participates in an investigation. Any form of retaliation will be subject to disciplinary action, as enumerated below under “Potential Outcomes”.

Anonymous Reporting
Members have the option to report concerns anonymously. Anonymous reports can be submitted through the anonymous reporting form (found at www.safd.org). While anonymous reporting is available, members are encouraged to provide their identity to facilitate a more thorough investigation and resolution. All anonymous reports will be treated with the same level of seriousness and confidentiality as identified reports.

Discrimination and Harassment
Concerns related to discrimination or harassment will be given the highest priority. Members should report any incidents of discrimination or harassment directly to a Level 3 or 4 facilitator or through the anonymous reporting system. The Vice President will initiate an immediate investigation, ensuring confidentiality and protection for the reporting member. The organization is committed to creating a safe, supportive, and sustainable work environment and will take appropriate disciplinary action against any individual found to have engaged in discriminatory or harassing behavior.

Workplace Safety
Concerns related to workplace safety are critical and should be reported immediately. Members should report any safety hazards, unsafe conditions, or incidents directly to a Level 2 or 3 facilitator or through the anonymous reporting system. The organization will conduct a prompt investigation and take necessary corrective actions to ensure a safe working environment. Members are expected to participate in any provided safety training and to follow all safety protocols and procedures.

Reporting External Concerns
Members may encounter concerns related to clients, vendors, or other external parties. These concerns should be reported to the member representative or directly to the Vice President. The organization will review and address these concerns in collaboration with the relevant external parties, ensuring that appropriate actions are taken to resolve the issue while maintaining professional relationships.

Potential Outcomes of an Investigation
The outcomes of an investigation may vary depending on the nature and severity of the concern. Potential outcomes include:

- No action, if the concern is unfounded.
- Mediation between the parties involved to resolve the issue.
- Implementation of corrective actions or changes to policies and procedures.
- Disciplinary action against individuals found to have violated organizational policies, which may include written warnings, loss of rank/endorsement, termination of contract, dismissal from volunteer service, expulsion from membership, and/or a ban from future SAFD-sponsored events.
- Referral to external authorities if the concern involves legal violations.

Limitations

Authority to review, investigate, and determine outcomes for resolution of concerns is limited to membership-related disputes that directly involve violations of the Code of Conduct, Policies & Procedures, or other issues specifically related to one's membership in the SAFD.

Continuous Improvement
The organization is committed to continuous improvement and will regularly review and update the Concern Resolution Pathway to ensure its effectiveness.

Feedback Mechanism
Members are encouraged to provide feedback on the concern resolution process. Feedback can be submitted via email to the Vice President (vice-president@safd.org). This feedback will be used to improve the system and ensure its effectiveness.