

1. Purpose

The purpose of the Chapter Complaint Guidelines (“Complaint Guidelines”) is to offer PMI Chapter Leadership (“Leader(s)”) a high-level framework to evaluate complaints from its Chapter Members (“Members”) as mentioned in the Chapter Conflict Management Program (“Program”).

The intention for the Complaint Guidelines is for general purposes only and should serve as a foundational framework for PMI Chapters to develop a complaint policy. It is imperative that during the policy creation process, careful consideration is given to relevant legislation, and it is suggested legal counsel is consulted to ensure compliance.

All chapter disputes must follow the Chapter Dispute Guidelines, not these Complaint Guidelines. The Chapter Dispute Guidelines may be found [Chapter Volunteer Resource Hub, Programs and Services](#).

2. Definitions

- **Chapter Complaint:** An issue or a matter submitted to Chapter Leaders to facilitate.
- **Chapter Leaders:** Chapter President, Vice President.
- **Governing Body:** Authority responsible for overseeing or regulating the subject matter of the Chapter Complaint. They may be the Chapter Leaders, Chapter Board of Directors, or a Board appointed team of chapter volunteers.
- **Chapter Complaint Reviewer** (“Reviewer”): Chapter President, a Chapter board member or an experienced Past Chapter Leader.
- **Subject Matter Expert** (“SME”): Individual(s) or Volunteer(s) who have extensive knowledge with Chapter Governance and strong knowledge of chapter operations and PMI chapter tools and resources.
- **Requestor:** An individual chapter volunteer, not a group of chapter volunteers, who initiates a Chapter Complaint.

3. Roles & Responsibilities

- **Governing Body:** Reviews the final report submitted by Reviewer. Responsible for decision-making outcome and filing all Chapter Complaint documentation in accordance with the chapter records management policies and procedures.
- **Reviewer:** Appointed chapter member to review Chapter Complaint and provide summary, updates, and final report to the Governing Body.

4. Chapter Complaint Examples

A chapter member may submit a Chapter Complaint about:

- Chapter Nominations and Elections policy, procedure, or process
- Chapter records management
- Any chapter policy, or procedure, or process
- Chapter governance
- Procurement of a vendor, or selection of a service provider
- Chapter events

Please note the above-referenced list of examples is not exhaustive and may not include all possible scenarios.

5. Conduct

During the review of the Chapter Complaint, it is imperative that all parties conduct themselves with respect and professionalism. Maintaining a courteous and cooperative demeanor fosters an environment conducive to finding a satisfactory resolution. Any interactions, whether verbal or written, should reflect a commitment to constructive dialogue and mutual understanding.

6. Chapter Complaint Review

Prior to commencing the Chapter Complaint review, Chapter Leaders should ensure Phase One of the Program is complete. The timeline for this Phase should only take thirty (30) calendar days. See **Appendix “A”** for Phase One Process Flow.

Upon review of the Chapter Complaint, Chapter Leaders will assign a Reviewer. However, if Chapter Leaders determine the dispute is not appropriate for review, they will document the reasons and the request will be dismissed in accordance with [Section 2.4.4 of the Program](#).

7. Phase Two ~ Chapter Facilitation Process Flow

The Reviewer may follow the suggested steps listed below. See **Appendix “B”** for Phase Two, Chapter Facilitation Process Flow. The timeline for this process flow shall be thirty (30) calendar days. The Chapter Leaders should have oversight to the suggested process flow.

- a. Analyze documentation and select mutually agreeable meeting formats. Reviewer shall be the main point of contact for scheduling and meeting with Requestor, and if appropriate any other parties.
- b. Ensure Requestor (and other parties) is familiar with the Program, next steps, and potential consequences.
- c. Keep detailed notes and regularly update Chapter Leaders as to the progress.
- d. Chapter facilitator must document outcome of the dispute to the Chapter Leaders.

8. Phase Two ~ Conclusion

Shortly before the end of the thirty (30) day timeline, the Reviewer should create and submit a final report with suggested next steps to Chapter Leaders, as follows:

1. **Chapter Complaint addressed:** The Reviewer has made a determination.
2. **Chapter Complaint unresolved:** The Reviewer is unable to make a determination.
3. **Chapter Complaint rejected:** Chapter determines that the Chapter Complaint is not valid, not related to chapter, or should be filed with another governing body.

If the disputants maintain disagreement, are unable to find an agreeable resolution, and the matter is “**unresolved**,” Chapter Leadership may wish to consult with Region Mentor and/or Chapter Engagement and proceed with Phase Three, Chapter Engagement Team Facilitation, from the Program. See **Appendix “C”** for Phase Three Process Flow.

There may be times when the Region Mentor and/or Chapter Engagement have been involved during Phase Two. If the Region Mentor and/or Chapter Engagement have already been involved during Phase Two, it may be prudent to move to Phase Four, Mediation.

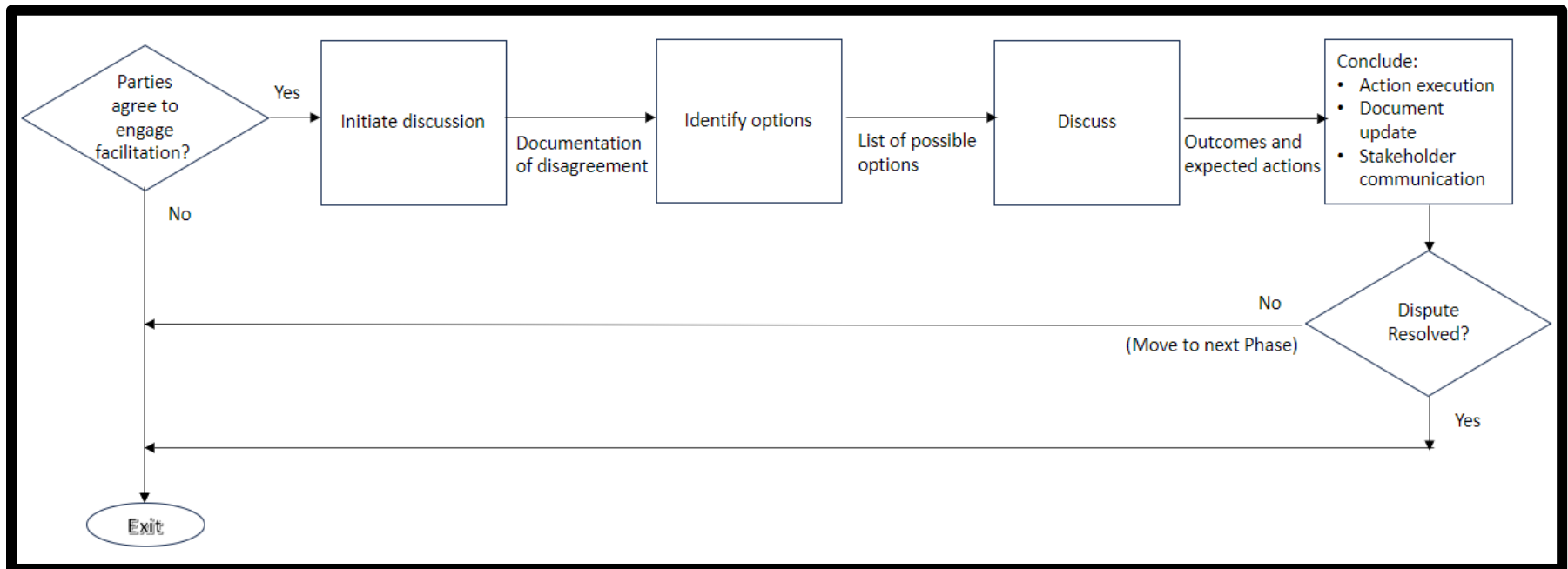
All filed Chapter Complaints and determinations are reviewed and approved by the Chapter Board and filed in accordance with the chapter records management procedure.

Related Documents

Document Name	Created/Updated
Chapter Conflict Management Program	Updated: March 2024
Chapter Dispute Guidelines	Created: May 2024

Appendix “A”

Phase One Process Flow:

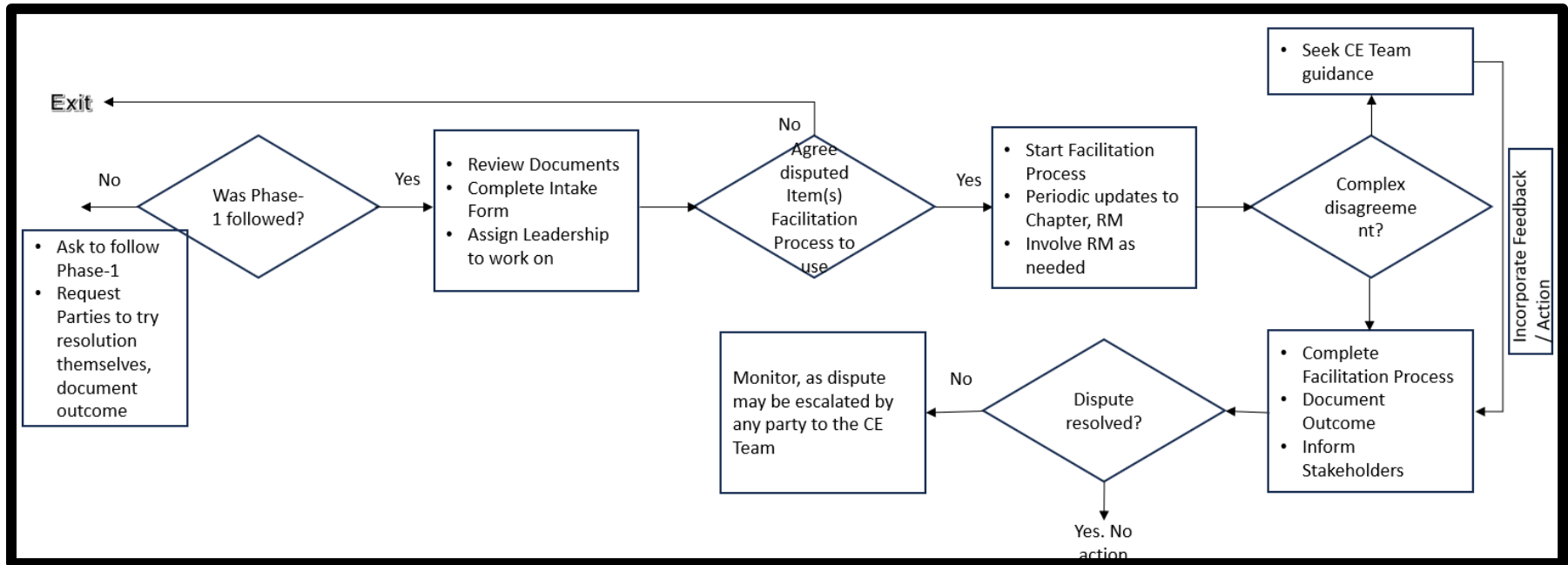


This facilitation should follow a four-step process:

- **Initiate:** Agree to engage.
- **Options:** Identify resolution options.
- **Discuss:** Discuss resolution options.
- **Conclude:** Outcomes & next steps.

Appendix “B”

Phase Two Process Flow:

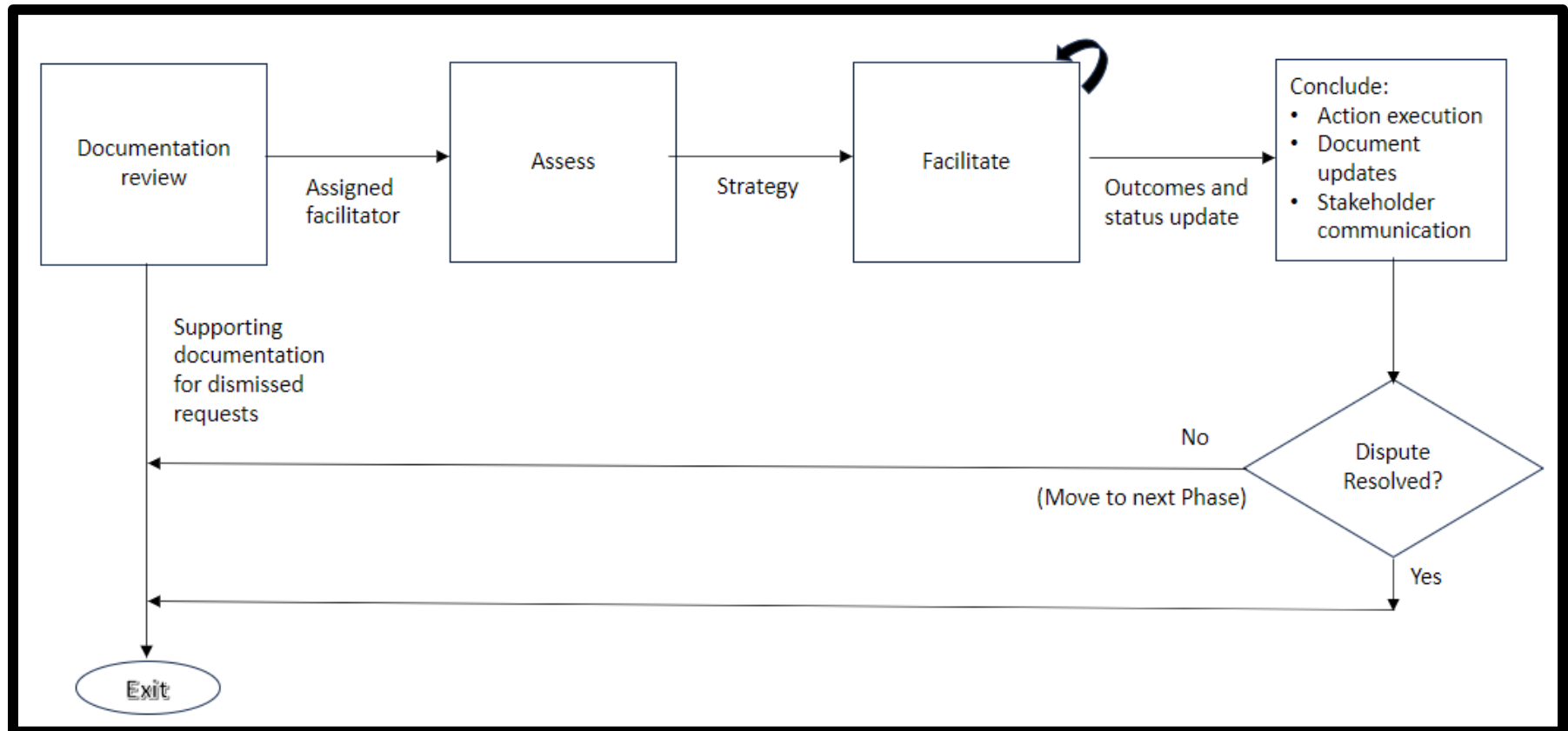


Potential outcomes:

- **Dispute resolved:** In case the disputants have reached an agreement.
- **Dispute unresolved:** In case the disputants maintain disagreement and are unable to find an agreeable resolution.
- **Dispute not to be solved:** In case the parties agree not to resolve the dispute.

Appendix “C”

Phase Three Process Flow:



The outcome is documented, and outcome may be:

- **Dispute Resolved** – All the parties agreed on the solution to resolve and actions to take.
- **Dispute Unresolved** – Disputant parties do not agree to the proposed solution and are ready to keep the dispute as unresolved.