

PROPOSED AMENDMENT TO CONSTITUTION AND BYLAWS OF THE SUPREME GUARDIAN COUNCIL
Year: 2026

Amendment: 21

Page: SOP-SGC-1

Article: Section: Subsection:

NOW READS:

SOP-SGC-1 APPEALS AND GRIEVANCES

Section 1. General

(a) Introduction.

(1) Discipline of all types should be considered very carefully as the outcome and consequences will affect Daughters, adults, Bethels, Jurisdictional Guardian Councils, Grand Guardian Councils, the Supreme Guardian Council, and all those who become aware of the action.

(b) General Information

(1) The purpose of our Order is to teach. It is vital that conflicts be resolved with fairness and justice, making disciplinary action a last effort, used only after all other methods have failed.

(2) A Bethel Guardian, Grand Guardian, or the Supreme Guardian shall not delegate to anyone the responsibility of handling a grievance. However, the Supreme Guardian may appoint a Special Deputy to conduct an investigation for her.

(3) A complete investigation shall be made for each grievance received. In all matters, the following steps shall be included in the process:

[a] Discussion with the person(s) filing the grievance.

[b] Discussion with the person(s) the grievance is filed against.

[c] Discussion with any other individual(s) named in the grievance.

[d] Consideration of all statements given by those individuals interviewed should be given in the determination of resolution of the grievance.

(4) The right to appeal is lost if not initiated within sixty (60) days after the date of action or decision on the grievance.

(5) The decision of the Executive GGC or the Executive SGC is final. In the case of a tie, this final decision shall go to the SGC Appeals and Grievance Committee to determine the final decision.

(6) Appeals and Grievances and action on same are not reported to or acted upon at any Annual Session of a GGC or the SGC.

(7) Where charges are preferred, or complaints made, such charges or complaints shall not be accepted unless they are specifically set forth in writing and signed by the person making the charges or complaints.

(8) Charges or complaints complying with item 7 above shall be investigated by a Bethel Guardian, Grand Guardian or the Supreme Guardian within thirty (30) days after she receives same. She shall expend her best efforts to adjust and settle the matter without necessity of further procedures.

Section 2. Specific Procedures

(a) If a Bethel Member or Bethel/Jurisdictional/Grand/Supreme Guardian Council Member feels her/his rights have been abused, she/he may file a written grievance provided they fit into one (1) of the seven (7) categories listed below:

Category 1: Bethel Member(s) vs. Executive Member(s) of Bethel Guardian Council

(a) The Bethel Member(s) shall file a written grievance with the Supreme/Grand Guardian

Category 2: Bethel Guardian Council Member(s) vs. another Bethel Guardian Council Member(s)

(a) The Bethel Guardian Council Member(s) shall file a written grievance with the Supreme/Grand Guardian.

Category 3: Bethel Member(s) or Bethel Guardian Council Member(s) vs. Supreme/Grand Guardian

- (a) The aggrieved person(s) shall file a written grievance with the Appeals and Grievances Committee of the Supreme/Grand Guardian Council.

Category 4: Jurisdictional Guardian Council Member(s) vs. another Jurisdictional Guardian Council Member(s).

- (a) The Jurisdictional Guardian Council Member(s) shall file a written grievance with the Supreme Guardian.

Category 5: Grand Guardian Council Member(s) vs. another Grand Guardian Council Member(s)

- (a) The Grand Guardian Council Member(s) shall file a written grievance with the Supreme/Grand Guardian.

Category 6: Supreme Guardian Council Member(s) vs. Executive Member(s) of Grand Guardian Council

- (a) The Supreme Guardian Council Member(s) will file a written grievance with the Supreme Guardian.

Category 7: Supreme Guardian Council Member(s) vs. Another Supreme Guardian Council Member(s)

- (a) The Supreme Guardian Council Member(s) will file a written grievance with the Appeals and Grievance Committee of the SGC

Section 3. Specific Procedures (Categories 1, 2, 4, 5 & 6):

In addition to the Officer specified in the above Categories, the aggrieved person(s) will send a copy of the grievance to the member(s) against whom the charges have been filed, stating specifically the nature of the alleged offense.

(a) Investigation of Grievance

(1) In Categories where the grievance is filed with the Grand Guardian, the Grand Guardian shall investigate and render her written decision to the member(s) involved within thirty (30) days after the receipt of the grievance.

(2) In Categories where the grievance is filed with the Supreme Guardian, the Supreme Guardian or Special Deputy appointed by the Supreme Guardian, shall investigate and render her written decision to the member(s) involved within thirty (30) days after the receipt of the grievance.

(b) If the decision of the Supreme/Grand Guardian is considered unsatisfactory, or the Supreme/Grand Guardian fails to act within the prescribed period, an appeal may be sent to the Chairman of the Appeals and Grievances Committee of the Supreme/Grand Guardian Council within sixty (60) days after the receipt of the decision of the Supreme/Grand Guardian or her failure to act on the grievance.

The Bethel member(s) or Bethel/Grand/Supreme Guardian Council Member(s) shall:

- (1) prepare at least six (6) copies of the appeal, including the decision of the Supreme/Grand Guardian;
- (2) send three (3) copies to the Chairman, Appeals and Grievances Committee of the SGC/GGC;
- (3) send one (1) copy to the Supreme/Grand Guardian;
- (4) send one (1) copy to the Executive Manager/ Grand Secretary;
- (5) send one (1) copy to each member against whom the charge has been filed.

(c) The Appeals and Grievances Committee shall investigate and render its written recommendation to the Executive SGC/GGC within sixty (60) days after receipt of the appeal. Such recommendation shall be sent to the Executive Manager/Grand Secretary.

(d) The Executive SGC/GGC shall meet within thirty (30) days, in person, by conference call, or via electronic mail to vote to uphold or deny the recommendation of that committee. A majority vote of the members of the Executive SGC/GGC shall be necessary to make a final decision.

(e) Within ten (10) days the written decision shall be sent by the Executive Manager/Grand Secretary to the member(s) involved.

(f) The decision of the Executive GGC or the Executive SGC is final. In the case of a tie, this final decision shall go to the SGC Appeals and Grievance Committee to determine the final decision.

Section 4. Specific Procedures (Category 3):

- (a) In addition to the Appeals and Grievances Committee of the SGC/GGC specified in Category 3 above, the aggrieved person(s), other than a Bethel Member, will send a copy of the grievance to the

member(s) against whom the charges have been filed, stating specifically the nature of the alleged offense. The aggrieved person shall:

- (1) prepare at least five (5) copies of the grievance;
- (2) send three (3) copies to the Chairman of the Appeals and Grievances Committee of the SGC/GGC
- (3) send one (1) copy to the Supreme/Grand Guardian
- (4) send one (1) copy to the Executive Manager/Grand Secretary

(b) If the aggrieved is a Bethel Member, she shall:

- (1) prepare five (5) copies of the grievance specifically stating the nature of the alleged offense
- (2) send four (4) copies to the Chairman of the Appeals and Grievances Committee, who shall send a copy of the grievance to the Supreme/Grand Guardian against whom the charges have been filed
- (3) send one (1) copy to the Executive Manager/Grand Secretary

(c) Investigation of Grievance

- (1) The Appeals and Grievances Committee of the SGC/GGC shall investigate and render its written recommendation to the Executive SGC/GGC within thirty (30) days after receipt of the grievance. Such recommendation shall be sent to the Executive Manager/Grand Secretary.
- (2) The Executive SGC/GGC shall meet within thirty (30) days in person, by conference call, or via electronic mail to vote to uphold or deny the recommendation of that Committee. A majority vote of the Executive Members shall be necessary to make a final decision.
- (3) Within ten (10) days the written decision shall be sent by the Executive Manager/ Grand Secretary to the members involved.
- (4) The decision of the Executive SGC/ GGC is final.

Section 5. Specific Procedures (Category 7)

(a) In addition to the Appeals and Grievances Committee of the SGC specified in Category 7 above, the aggrieved person(s) will send a copy of the grievance to the member(s) against whom the charges have been filed, stating specifically the nature of the alleged offense. The aggrieved person shall:

- (1) prepare at least five (5) copies of the grievance;
- (2) send three (3) copies to the chairman of the Appeals and Grievances Committee of the SGC
- (3) send one (1) copy to the Executive Manager

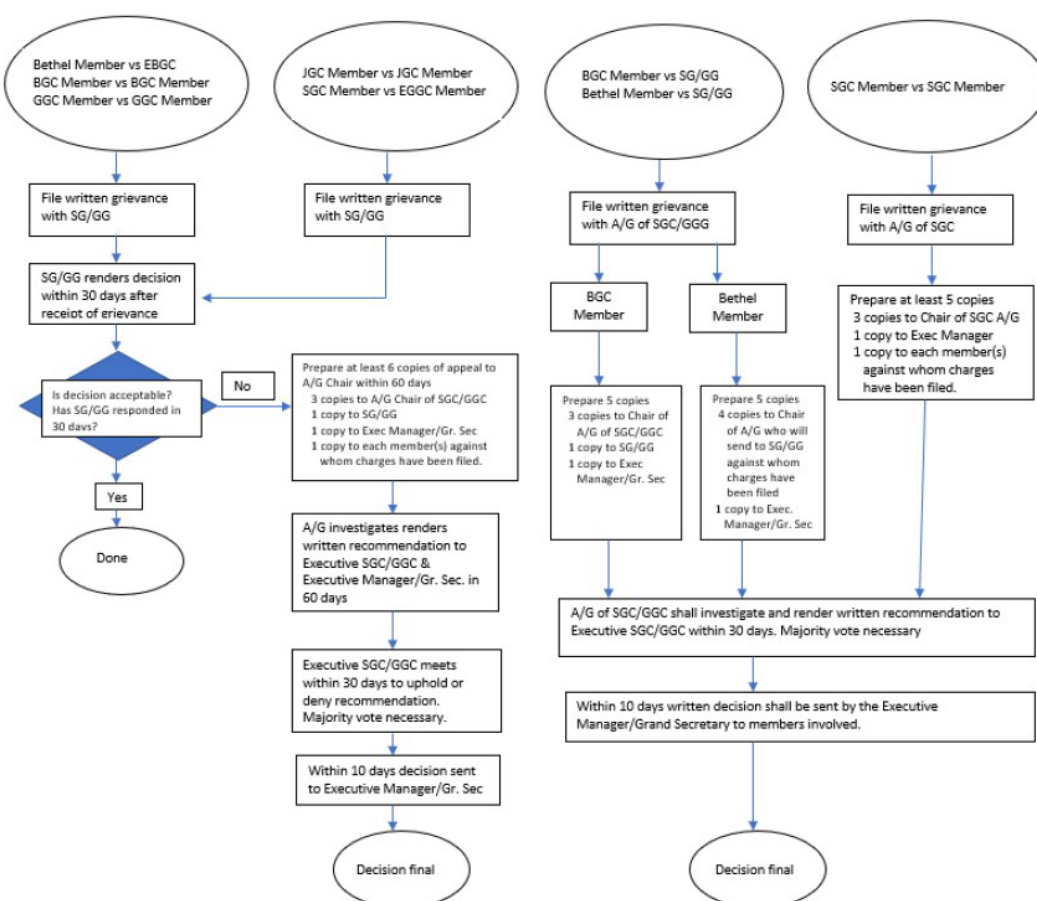
(b) The Appeals and Grievances Committee of the SGC shall investigate and render its written recommendation to the Executive SGC within thirty (30) days after receipt of the grievance. Such recommendation shall be sent to the Executive Manager.

(c) The Executive SGC shall meet within thirty (30) days in person, by conference call, or via electronic mail to vote to uphold or deny the recommendation of that Committee. A majority vote of the Executive Members shall be necessary to make a final decision.

(d) Within ten (10) days the written decision shall be sent by the Executive Manager to the members involved.

(e) The decision of the Executive SGC is final.

NOTE: This diagram was added to simplify the Appeals and Grievance Procedure.



- ☒ DELETE
- ☒ ADD NEW TO READ
- ☒ AMEND TO READ (Underline all changes or additions)

WILL READ:

SOP-SGC-1 APPEALS AND GRIEVANCES

Section 1. Purpose

- (a) The purpose of our Order is to teach, and conflicts can be resolved with fairness and justice. This procedure ensures the fair, ethical, and consistent handling of grievances when bylaws, rules, or the Code of Conduct are alleged to have been violated. This process protects youth and adults, preserves organizational integrity, teaches conflict resolution, and maintains trust at all levels of Job's Daughters International.
- (b) Disciplinary action shall be a last effort and used only after reasonable efforts toward education, reconciliation, and resolution have been made whenever appropriate.
- (c) All Appeals and Grievances procedures shall adhere to the following principles:
 - (1) Transparency – Parties shall be informed of timelines, steps, expectations, and outcomes.

- (2) Neutrality – Investigations shall focus on facts, not personalities.
- (3) Confidentiality – Privacy of all involved shall be protected.
- (4) Documentation – Written records shall be maintained at every step.
- (5) Education – Outcomes should include learning opportunities to prevent future conflicts.
- (d) Any committee member with a conflict of interest, bias, or personal association shall recuse themselves. The same standards of recusal shall apply at all levels, including BGC, GGC, and SGC.

Section 2. Filing a Grievance – Phase 1 (Days 0–14)

- (a) Any Bethel member, parent or legal guardian, certified adult volunteer, or Council member who has a legitimate concern that bylaws, procedures, or the Code of Conduct were violated may file a grievance.
- (b) All grievances must:
 - (1) Be written, specific, and signed (electronic signatures are acceptable).
 - (2) Be submitted electronically by email to the appropriate authority listed below. A written letter containing the required information shall be sufficient.
 - (a) Names and contact information of all individuals involved.
 - (b) Specific Code of Conduct, bylaw, rule, or procedure allegedly violated.
 - (c) Factual description (who, what, when, where, why, how).
 - (d) Supporting evidence (emails, texts, photos, videos, etc., uploaded in PDF format when possible).
 - (e) Date of submission.
 - (f) Two-week availability for interview scheduling.
- (c) Categories of Filing
 - (1) Category A – Bethels Under Supreme and Jurisdictional Guardian Councils: The grievance is filed with the Supreme Guardian, who may appoint the Supreme Deputy to investigate, with an emailed copy to Respondent and Executive Manager, and includes:
 - (a) Youth vs. Youth
 - (b) Youth vs. BGC Member
 - (c) Parent/Legal Guardian vs. BGC Member
 - (d) BGC Member vs. BGC Member
 - (2) Category B – Bethels Under Grand Guardian Councils: The grievance is filed with the Grand Guardian, with an emailed copy to Respondent and Grand Secretary, and includes:
 - (a) Youth vs. Youth
 - (b) Youth vs. BGC Member
 - (c) Parent/Legal Guardian vs. BGC Member
 - (d) BGC Member vs. BGC Member
 - (3) Category C – Grand Guardian Councils: The grievance is filed with the GGC Appeals & Grievances Committee with an emailed copy to Respondent and Grand Secretary, and includes:
 - (a) Any grievance against the Grand Guardian by Youth or Parent/Legal Guardian
 - (b) Youth vs. GGC Member
 - (c) GGC Member vs. GGC Member

If an Executive Grand Guardian Council member is the subject of the grievance, they shall recuse themselves from discussion and decision-making after a report is made by the GGC Appeals & Grievances Committee.

- (4) Category D – Supreme Guardian Council: The grievance is filed directly with the SGC Appeals & Grievances Committee, with an emailed copy to the Respondent and Executive Manager, and includes:
 - (a) Any grievance against the Supreme Guardian by Youth or Parent/Legal Guardian
 - (b) Youth vs. SGC Member
 - (c) SGC Member vs. SGC Member

If an Executive Supreme Guardian Council member is the subject of the grievance, they shall recuse themselves from discussion and decision-making after a report is made by the SGC Appeals & Grievances Committee.

- (d) Within seven (7) days of receipt of emailed grievance, written acknowledgment shall be sent confirming receipt and outlining next steps.

Section 3. Investigation – Phase 2 (Days 15–45)

- (a) The goal of the investigation is to gather facts impartially, completely, and confidentially. The lead investigator shall be:
 - (1) The Supreme Guardian, or the Supreme Deputy as appointed by the Supreme Guardian (Category A)
 - (2) The Grand Guardian (Category B)
 - (3) The appropriate Grand or Supreme Appeals & Grievances Committee (Category C and D)
- (b) The required steps to investigate a grievance include:
 - (1) Interview complainant.
 - (2) Interview respondent.
 - (3) Interview relevant witnesses.
 - (4) Review all evidence.
 - (5) Maintain confidential written records.
- (c) The investigation shall be completed within thirty (30) days of receipt of the grievance. The lead investigator shall prepare a written report with findings and recommendations no later than ten (10) days after the completion of the investigation. The total time for the investigative report submission to the Executive GGC or Executive SGC shall not exceed forty (40) days from receipt of the grievance.
- (d) A decision on the outcome shall be made by majority vote of the Executive GGC or Executive SGC and communicated in writing to the Filer and the Respondent no later than forty-five (45) days, from the receipt of the filed grievance, by the Grand Guardian or Supreme Guardian, with copies to the Executive Manager or Grand Secretary, as applicable.
- (e) If additional time is required for just cause, the lead investigator or Appeals & Grievances Committee Chair may request up to seven (7) additional days from the Supreme Guardian or Grand Guardian to conclude the investigation. Written notice of the approved extension shall be provided to the Filer and Respondent.

Section 4. Appeal – Phase 3 (Days 45–90)

(a) Grounds for Appeal:

- (1) If any party to the grievance disagrees with the decision communicated, or
- (2) If no decision was rendered within forty-five (45) days without an approved extension.

(b) The appeal must be filed within thirty (30) days of the original decision or failure to act.

(c) The appeal submission must include:

- (1) The original grievance
- (2) The original decision (or statement of no action)
- (3) Any additional evidence or documentation supporting the appeal.

(d) For Categories A and D, the appeal shall be sent electronically to the Supreme Appeals & Grievances Committee Chair, with copies to the Supreme Guardian, Executive Manager, and Respondent.

(e) For Categories B and C, the appeal shall be sent electronically to the Grand Appeals & Grievances Committee Chair, with copies to the Grand Guardian, Grand Secretary, and Respondent.

(f) The Grand/Supreme Appeals & Grievances Committee shall review and submit a written recommendation to the Executive GGC/SGC for final decision no later than fifteen (15) days from the receipt of the appeal submission.

Section 5. Appeal Decision – Phase 4 (Days 90-105)

(a) The Executive GGC/SGC shall meet within ten (10) days of receiving a Grand/Supreme Appeals & Grievances Committee recommendation.

(b) A majority vote is required to accept the appeal and overturn the decision.

- (1) In the event of a tie, the matter shall return to the Appeals & Grievances Committee for final determination.

(d) A final written decision of the outcome on the appeal shall be issued within five (5) days of the majority vote.

(e) The decision is final. No further appeals shall be permitted.

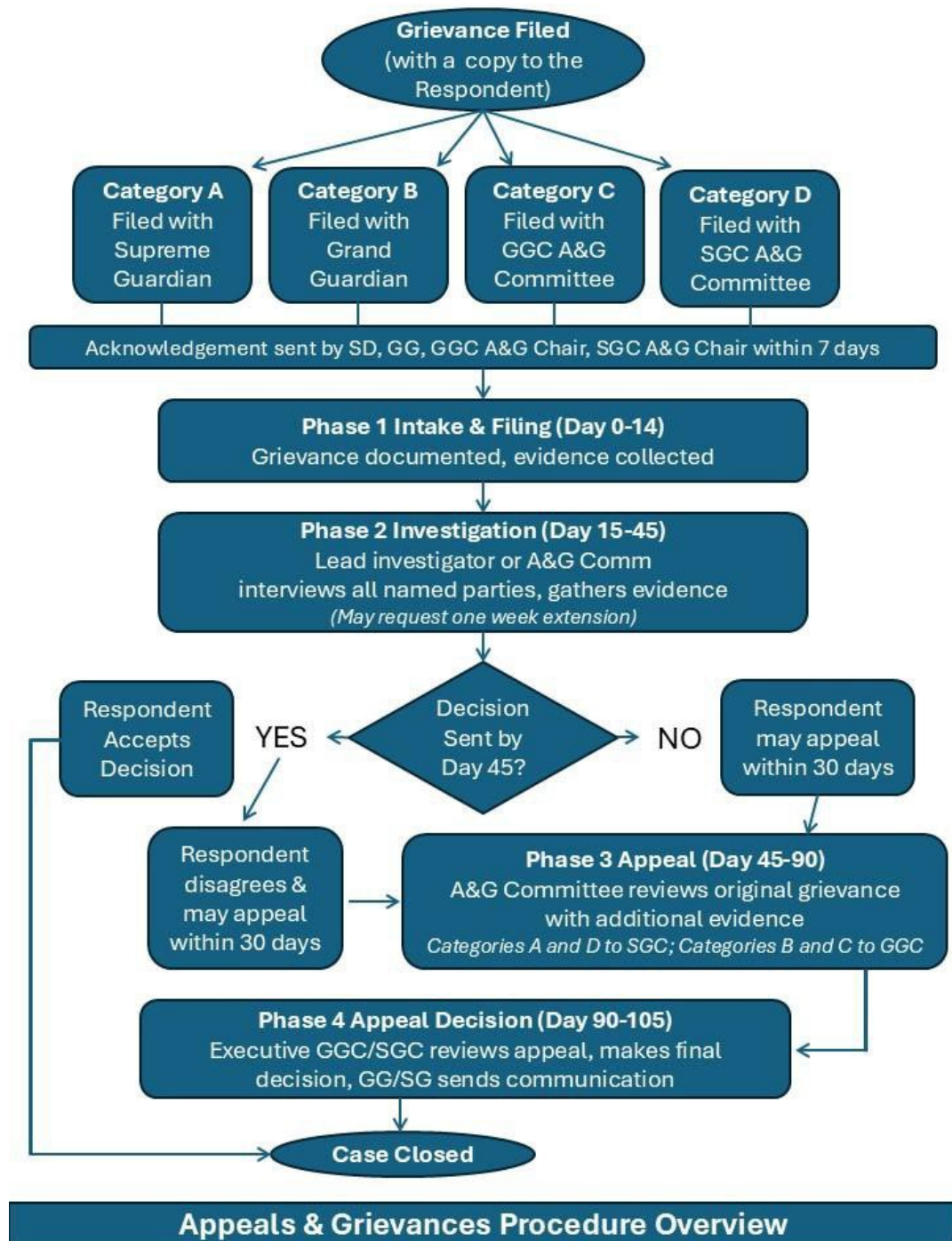
Section 6. General Provisions

(a) All appeals and grievances must be in writing, sent through email, and include all parties, as outlined in this procedure.

(b) Appeals and Grievances shall not be reported or acted upon at any Annual Session.

(c) The right to appeal is lost if not initiated within 30 (days) of the original decision or failure to act.

(d) All records at every phase shall be maintained confidentially in accordance with organizational policy and retained by the Executive Manager or Grand Secretary, as applicable, to ensure complete recordkeeping.

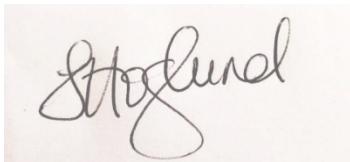


REASON FOR CHANGE:

Current and former Chairs of the SGC Appeals & Grievances Committee have promoted fair, ethical, and consistent handling of grievances when JDI's Code of Conduct, Bylaws, SOPs, Rules, and Regulations are not followed. The revision of the appeals and grievances procedure is overdue. The goal was to revise the SOP for filing a grievance and/or appeal to be more simple with regard to a clear timeline and process.

SUBMITTED BY:

Leslie Hogle, PGG VA; Carmel Bateman, PGG BC; Susan Brady, PGG WA; Wendy Dimatteo, PGG MN; Jason Rehkamp, PAGG IN; Beatriz Vichiatto, PGG MN; Jamie Yeadon, PGG IN; Ken Bright, PAGG DelMar; Michael Allen, PASG, PAGG WI; Brent Warwick, PAGG NE; Brian Dimatteo, PAGG MN



Leslie Hoglund, PGG of Virginia, Supreme Marshal SGC A&G Chair, 2024-2025



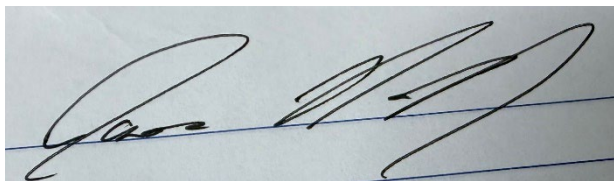
Carmel Bateman, PGG of British Columbia SGC A&G Chair, 2023-2024



Susan Brady, PGG of Washington SGC A&G Chair, 2025-2026



PGG, MN



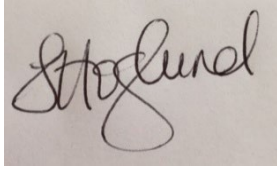
Jason Rehkamp, PAGG, Indiana



Beatriz Vichiatto
Vice Supreme Guardian, PGG of MG



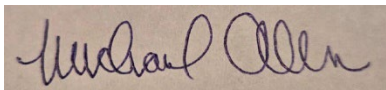
Jamie Yeadon
Supreme Guide, PGG of Indiana

A handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read "Hoglund".

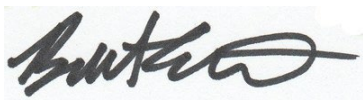
Leslie Hoglund, PGG of Virginia

A handwritten signature in blue ink on a light-colored background. The signature is cursive and appears to read "Kenneth A. Bright".

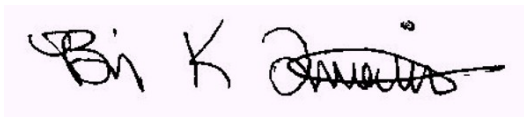
Kenneth A. Bright
Associate Supreme Guardian, PAGG of DelMar

A handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read "Michael Allen".

Michael Allen
Vice Associate Supreme Guardian, PAGG of Wisconsin

A handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read "Brent E. Warwick".

Brent E. Warwick
Supreme Inner Guard, PAGG of Nebraska

A handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read "Brian Dimatteo".

Brian Dimatteo
Supreme Outer Guard, PAGG of Minnesota