

1000.003 Pilgrim Complaints and Problems

Subject	Policy Number	Effective Date
Pilgrim Complaints and Problems	1000.003.01	June 7, 2022
Policy Owner (Committee)	Contact	Approved by Board Date
Executive Director	Liz Tamarkin	June 7, 2022

Purpose:

To establish the procedure for all participants in volunteer activities sponsored by OLP to address their complaints, problems and appeals and to allow for the prompt and orderly resolution of such grievances.

Applies to:

This policy applies to all pilgrims, leaders and anyone affiliated with the operations of Our Lady's Pilgrimage, Inc.

Definitions:

Head Leader: An individual designated by OLP to be responsible for all communications between the group on Pilgrimage and the stateside ground contact, the transportation team and the hotel team

Medical Team: licensed medical professionals designated to offer basic care, coordinate any large needs with local medical facilities, assist in care if any pilgrims contract any illness.

Priest: offers daily Mass, Confession, and is a leader as well, assists in any retreat planning/advising if student led.

Leader: An adult designated by OLP to facilitate and assist with the conduct of the pilgrimage.

Non-Leader Adult Volunteer (Pilgrim): An person attending the pilgrimage who is over 18 but is not serving in a leadership capacity (e.g.: a seminarian)

Student Pilgrim: A person of high school or college age and over the age of 15 who attends the pilgrimage

Stateside Ground Contact: An individual designated by OLP to communicate with the families of the youths/pilgrims.

Policy:

Participants are encouraged to discuss any problems or concerns they have with any Leader or member of the medical team. Participants may utilize this policy to seek a review of any matter, including incidents involving mistreatment, misbehavior or disrespect of any individual, whether

they are affiliated with OLP activity or not. If the matter involves harassment, reference should be made to the harassment policy to initiate resolution of the situation.

Participants may use this policy without fear of retaliation.

A participant should verbally notify any leader of any complaint, problem or appeal as soon as possible, preferably within 5 days following the event that created dissatisfaction.

If the participant is not satisfied with the solution offered by OLP Leadership, or the participant chooses not to discuss the concern with a leader, the participant should submit the complaint in writing to the Board [via email info@ourladyspilgrimage.org] or via correspondence addressed to OLP, 492 Cheese Spring Road, New Canaan, CT 06840.

The final decision regarding the matter will be made by the Board of Trustees.

Procedure:

Any Leader in receipt of a complaint shall promptly take action to assure the safety and security of the individuals involved, including physical separation. In the event of an emergency situation, stay with the person in need, and send help or call the medical person for the trip and the head leader for the trip. The medical team has the emergency contact information for all pilgrims and their families.

The Head Leader/Medical Leader shall contact the Executive Director as soon as the situation allows. The Executive Director will consult with relevant members of the Board and Committees, as well as any relevant family members.

References:

State of Connecticut Form [DCF-136](#) Latest Revision: Report of Suspected Child Abuse or Neglect

Revision No.	Reviewed By	Summary of Changes	Effective Date