

## **Oregon Area**

### **Alateen Procedures – Complaint Received**

The following procedures are to be followed in the event a complaint is received. It should be noted, all complaints should be handled at the group/district level if possible. If the complaint involves non-conformity or non-compliance with the Oregon Area Alateen Safety Requirements or concerns about inappropriate behavior by an Al-Anon Member in Service to Alateen, the following steps must be taken. It is understood, the Area Alateen Process Person (AAPP) will take additional or slightly modified actions at his/her discretion, if appropriate, as all possible circumstances cannot be anticipated. The AAPP will take any possible course of action to successfully resolve the complaint with the minimum impact required. In all cases, the Al-Anon Member Involved in Service to Alateen when asked to step down, the request will be for a voluntary resignation. The Al-Anon Member Involved in Service to Alateen will be asked to contact the DR and inform them of their resignation. For the purpose of these procedures, reference is made to Al-Anon's Guideline, G-34 Alateen Safety Guidelines, for guidance and definitions of Alateens, Alateen Sponsors and Al-Anon Members Involved in Service to Alateen.

#### **I. Incidents Involving Complaints Received From Alateens**

1. The DR of the Alateen's home group must be notified.
2. The AAPP must be notified.
3. The Area Delegate will be notified by the AAPP. This notification is for informational purposes only. The Area Delegate will be kept informed of the progress made and of any circumstances warranted. Anonymity will be protected at all levels. Only the minimum number of persons necessary will be provided with the names of anyone involved.
4. The AAPP and the DR will conduct an interview of the Alateen. This interview must be conducted with both the AAPP and DR together. If the Alateen member chooses, his/her Alateen Group Sponsor and/or parents may be present during this process.

a. The Alateen will be kept informed of any or all Al-Anon and/or Alateen members involved who will be interviewed.

b. The AAPP will interview any Al-Anon member involved. To ensure anonymity, names will be disclosed only if necessary (and only as a last resort.)

5. The AAPP will determine to the best of his/her ability the validity of the claim.

a. If there is conflicting information, a joint meeting between the Alateen and the Al-Anon Member Involved in Service to Alateen will be requested.

(1). If the Al-Anon Member Involved in Service to Alateen declines this joint meeting, this person will be asked to step down immediately.

(2). If the Alateen declines this joint meeting, the Al-Anon Member Involved in Service to Alateen may be asked to step down or no further action will be taken. This decision will be based on the judgment of the AAPP. (See item 5. b. (1)., below).

b. If it can be determined there is sufficient cause, the Al-Anon Member Involved in Service to Alateen will be asked to step down.

(1). Sufficient cause can be interpreted to mean for the safety and welfare of the Alateen, Al-Anon or Alateen as a whole, and may be under such circumstances where neither guilt nor innocence is implied.

II. Incidents Involving Complaints Received From Others: (this includes anyone not directly involved with the complaint.)

1. The AAPP will investigate all complaints.

a. The AAPP will use the Oregon Area Safety Requirements, the Oregon Area Alateen Sponsor Candidate Application, G-34 Alateen Safety Guidelines, the safety and welfare of Alateens and the “good of the program” as guiding principles.

b. The AAPP will inform the DR of the Al-Anon Member Involved in Service to the Alateen's home district of the investigation.

(1) The initial disclosure will only be that an investigation is taking place. Disclosure of specific information (names, allegations, etc.) will not be discussed at this time. More specific information may be disclosed as the investigations warrant.

2. All initial interviews with the accused and the Alateen involved will take place in person.

a. The AAPP and the Alateen's home district DR will conduct an interview of the Alateen. This interview must be conducted with both the AAPP and DR together. If the Alateen member chooses, his/her Alateen Group Sponsor and/or parents may be present during this process.

b. the Al-Anon Member Involved in Service to Alateen may request the presence of his/her DR, Sponsor, Service Sponsor or other responsible Al-Anon member during the interview.

c. Follow-up information may be gathered by other available means (e.g., phone, e-mail, other indirect communication.)

3. The AAPP can ask any Al-Anon Member Involved in Service to Alateen to resign within the scope of section II. 1. a. as noted above.

4. The AAPP can ask any Al-Anon Member Involved in Service to Alateen to temporarily step down at the discretion of the AAPP.