

Union Operations #6

Subject: Establishing Member Complaint, Grievance, Accountability, and Records

Access Processes

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Submitted by: Board of Directors

WHEREAS, SEIU Local 503 is committed to equity, transparency, and accountability to its membership and;

WHEREAS, Instances have occurred in which members have experienced harm or concern (including but not limited to inappropriate or racist communications, discriminatory conduct, etc.) without a clearly defined internal process for resolution; and

WHEREAS, The absence of a standardized, accessible complaint process undermines trust, limits accountability, and creates inconsistency in how issues are addressed;

WHEREAS, Members have a legitimate interest in accessing union records to ensure transparency, informed participation, and organizational integrity;

THEREFORE, BE IT RESOLVED, That SEIU Local 503 shall create and maintain a clearly visible, centralized member transparency page on our official SEIU 503 website. Not all of this information needs to be on one page, but it should be a place where members can find links to information. This page shall include clear descriptions of how to access different documents and forms throughout our union, including:

The Bylaws

The AP&Ps

The Code of Conduct, the process for a complaint and how to file a complaint

The MRC, what it does, and How to File a Complaint

The approved minutes of board meetings going back three years

What to do if you have a workplace problem, including how to reach your steward or the Contract Enforcement Team

And how to access information about our union, including financial information and the LM2,

A place where people can review past emails sent to members

Available flyers for download

How to file complaints that don't fit into the MRC or Code of Conduct process

BE IT FURTHER RESOLVED, there shall be downloadable and/or submittable forms, step-by-step instructions for each type of submission that may be stated or linked, and contact information for submission and follow-up.

BE IT FURTHER RESOLVED, that any elected member leader, who has agreed to the confidentiality of member data, shall be entitled to an appropriate "Turf" list of the

43 members they are elected to represent for the purposes of organizing and membership.
 44 Their request fulfilled within 5 business days.
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 46 BE IT FURTHER RESOLVED, the union shall define the terms confidential and non-
 47 confidential as it relates to records requests. If there is a request for records deemed
 48 confidential, these records may be released with proper redaction and the requestor
 49 charged a reasonable fee.
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 51 BE IT FURTHER RESOLVED, that reasonable timeframes for each submission type
 52 shall be established. Requests submitted shall be acknowledged within 24 business hours.
 53 Auto-reply is sufficient for acknowledgement. For Code of Conduct and Member
 54 Representation complaints the total time for resolution shall not exceed 90 days from date
 55 of submission, subject to reasonable extensions. This will not supersede operations
 56 procedures.
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 58 BE IT FURTHER RESOLVED, that records shall be provided electronically whenever
 59 possible, if it is confidential, the information can be shared in person or over a zoom and
 60 does not need to be sent.
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 62 BE IT FURTHER RESOLVED, this resolution shall be fully implemented and live, no
 63 later than February 28, 2027.
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IMPACT STATEMENTS
Financial: \$75,000–\$200,000 This estimate assumes the Union continues leveraging its existing technology platforms rather than developing a completely new solution, but since some of this information should not be public, but only available to members, we would need a member portal. Equity: This resolution would have a neutral impact. The increased transparency would benefit members looking to educate themselves on SEIU503's governing documents and/or complaint and grievance procedures. However, revealing too much member information creates potential for harm and abuse. Legal: Although most of the information covered by this resolution is already available to members through existing processes, the proposal creates significant privacy, legal, and strategic risks. Requiring disclosure of member contact information could affect representatives responsible for up to 20,000 members, creating substantial risks of misuse, data breaches, and potential liability if member information is compromised. Publishing Board minutes and mass member communications online would give employers, political opponents, and anti-union organizations greater access to the Union's internal strategies and operations. This could weaken the Union's bargaining and political effectiveness and aid organizations such as the Freedom Foundation, which has already cost the Union tens of thousands of dollars in litigation expenses. The proposal would also require certain confidential records to be reviewed through platforms such as

Zoom, where information can be recorded or distributed without the Union's knowledge. Finally, the resolution's 90-day deadline for Code of Conduct and Member Representation Committee matters is likely incompatible with existing bylaw requirements for notice, hearings, deliberation, written decisions, and trial committee proceedings.

Political: No political impact