

Mile High Pets & Handlers

Standard Operating Procedure

Enforcement, Consequences & Appeals

Version: 1.0

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1. Purpose

This SOP outlines the Board of Directors' internal process for receiving, reviewing, adjudicating, and resolving reports of misconduct. It ensures consistent, fair, and transparent handling of enforcement actions within the organization.

2. Scope

This procedure applies to all Board members and any committee designated by the Board to review misconduct or handle disciplinary matters. It covers:

- Intake and review of reported violations.
 - Deliberation and determination of consequences.
 - Documentation and communication of decisions.
 - Appeals processes.
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3. Roles & Responsibilities

Board of Directors

- Holds final authority over disciplinary determinations and appeals.
- May appoint a Disciplinary or Conduct Review Committee to handle specific cases.

Designated Committee (if assigned)

- Conducts initial review, fact-finding, and recommendations.
- Provides written findings to the Board for confirmation or modification.

Secretary (or designated recorder)

- Maintains secure records of all reports, decisions, communications, and appeals.
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4. Procedure: Intake & Review

4.1 Receiving a Report

- Reports may be submitted through designated channels (e.g., online form, email, in-person).
- The Secretary logs each report, assigns a case number, and acknowledges receipt.
- The Board President determines whether to:
 - Initiate review at the Board level; or
 - Assign the case to a designated committee.

Timeline: The standard determination window is **21 days** from receipt of a complete report. For complex cases, the Board may extend the timeline by up to **14 days**, with written notice to involved parties.

4.2 Preliminary Assessment

The reviewing body conducts an initial assessment to determine:

- Whether the alleged misconduct falls within the organization's scope.
- Whether **Immediate Safety Concerns** require temporary measures (e.g., interim suspension).

- Whether additional information or clarification is needed from involved parties.

4.3 Expedited Safety Process

This process is used **only** when immediate safety concerns are present. Examples include threats of violence, ongoing harassment, stalking, credible safety risks, or behavior posing imminent harm.

Definition of Immediate Safety Concerns Situations that present imminent or credible risk to the physical, emotional, or organizational safety of members or the community justify temporary protective measures prior to completion of a full investigation. These include, but are not limited to:

- Threats or acts of physical violence (e.g., direct threats, aggressive behavior).
- Harassment creating an unsafe environment (e.g., stalking, intimidation).
- Sexual misconduct (e.g., non-consensual touching, coercive behavior).
- Severe disruptive behavior jeopardizing safe operations.
- Credible safety risks involving substance misuse or weapons.
- Conduct resulting in venue staff requesting removal.

Process for Expedited Action

1. **Immediate Assessment (within 48 hours):** The President and one additional Board member conduct a rapid review to confirm if urgent action is warranted.
2. **Interim Protective Measures:** If risk is present, the Board may enact temporary measures (e.g., suspension from events/Discord, removal from volunteer roles, no-contact orders).
3. **Notification:** The subject receives written notice of the interim action and the reason for it.
4. **Accelerated Investigation:** The full investigation must begin within **5 days** and aim to conclude within **10–14 days**.
5. **Full Determination:** The Board issues a final decision following standard evidence review.

5. Procedure: Investigation & Deliberation

5.1 Information Gathering

The reviewing body may collect:

- Statements from involved individuals.
- Witness accounts.
- Relevant screenshots, messages, or media.
- Event logs or moderator reports.

5.2 Limitations of Jurisdiction

The organization cannot enforce conduct occurring outside its events, activities, or forums. However, misconduct within greater community spaces may be considered when assessing member behavior and determining resolution.

5.3 Handling Mutual Accusations & Conflicts

When two members simultaneously accuse one another of misconduct—especially regarding romantic or interpersonal conflict—the Board may implement **Mutual Interim Safety Measures**.

- **Purpose:** These measures are not disciplinary, do not imply guilt, and serve only as temporary risk-management tools to prevent escalation.
- **Triggers:** Applied when proximity presents a risk of escalation, harassment, or disruption.
- **Types of Measures:** Partial access restrictions, temporary activity pauses, role limitations, or tailored separation measures (e.g., no direct contact).
- **Duration:** Remains in effect until the investigation concludes.

5.4 False or Bad-Faith Reporting

The Board acknowledges that conflicting accounts do not equal bad faith. A member will not face disciplinary action solely because a report cannot be substantiated. However, submitting a report in **bad faith** is considered misconduct.

Bad-faith reporting includes:

- Knowingly false statements.
- Fabricated or altered evidence.
- Malicious or retaliatory accusations.
- Repeated patterns of deliberately misleading reports.

Consequences for Bad Faith: Required mediation, written warning, suspension, or termination of membership.

5.5 Deliberation

During deliberation, the Board or committee evaluates:

- Severity of the behavior.
 - Frequency or repeated nature of incidents.
 - Impact on members, the community, and organizational safety.
 - Intent (when relevant), without allowing intent to negate harm.
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6. Determination of Consequences

Based on findings, the Board (or committee with Board confirmation) selects one or more of the following actions:

- **Informal Resolution:** Mediation, conflict coaching, or a private discussion with involved parties.
- **Warning:** Verbal or written notice identifying unacceptable behavior and required corrective action.
- **Suspension:** Temporary removal from events, activities, or online forums. Duration is set by the Board based on case specifics.
- **Termination:** Revocation of membership and permanent exclusion from the organization.
- **Referral to External Authorities:** Used when behavior involves illegal activity or safety risks beyond organizational capacity.

Documentation Every decision must include a summary of findings, determined consequence(s), rationale, and expected next steps.

7. Communication of Decisions

The Secretary sends written notice to the involved member(s), including:

- Decision summary.
- Effective date.
- Rights and timeline for appeal.

Notices are confidential and stored securely. When needed, moderators or event staff are informed of enforcement actions relevant to their roles.

8. Appeals Process

8.1 Submission Requirements

Members subject to disciplinary action may submit a written appeal within **30 days** of receiving their notice. Appeals must include specific grounds, such as:

- New evidence.
- Procedural error.
- Disproportionate consequence.

8.2 Review of Appeal

- The Board reviews the appeal independent of the original committee (if used).
- The Board may request additional information before making a decision.
- The Board issues a written response with the final determination.

8.3 Duration of Appeal Outcomes

Once the Board rules on an appeal, that ruling stands for **180 days**. After this period, the member may submit a new appeal only if new evidence or substantial cause is presented.

9. Recordkeeping & Confidentiality

- All documents, communications, decisions, and appeals are stored securely by the Secretary.
 - Only Board members or authorized committee members may access case files.
 - Personal information is handled with discretion and confidentiality.
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