



Local League Support Committee  
Workflow Documentation  
Last Updated October 2022

Any request for support will be submitted through the [form](#) on LWVPA's website. LWVPA staff will review the submission and determine the response. For complex issues that cannot easily be resolved, staff may request the Local League Support Committee Chair convene a committee meeting.

**Lead Support Person or Task Force:** If the Local League Support Committee is leading the resolution process, the Chair of the Committee, in consultation with the full committee, will appoint one committee member that will lead the Committee's response to the report.

If the committee feels the issue is larger in scope, the Chair has the discretion to appoint two people to collaborate together on the investigation and resolution. Throughout this document, "Lead Support Person" can be read as "Task Force" if needed. The Chair will take into consideration relevant expertise of committee members when assigning support people. If a Lead Support Person needs to, they are welcome to request that they be assigned a second person and the issue is handled instead by a Task Force.

**Documentation:** LWVPA staff will manage and direct the committee on properly documenting the issue, including updating relevant tracking sheets and making sure all supporting documentation is clearly filed on the organization's cloud drive (Box).

**Conflicts of Interest:** The Lead Support Person assigned to manage an issue should have no conflicts of interest. For example, a submission regarding LWV Philadelphia should not have a LWV Philadelphia local league member assigned as the Lead Support Person.

**Investigation.** The assigned Lead Support Person then decides how to investigate the issue. The investigation should attempt to include:

- interviewing the relevant League leaders, members, and others directly involved
- establishing basic facts
- noting, but not necessarily resolving, different perspectives
- identifying the challenges involved
- if possible, identifying possible solutions

The investigation may involve a meeting with all the relevant people for separate conversations, or take another form. The investigation will continue as best it can even if the League in question, or any of the people the Lead Support Person wishes to interview, refuse or are unable to participate. Documentation of all meetings should be saved in Box.

*NOTE: Document may be updated by Local League Support Committee as needed.*



**Report:** After the fact-finding and information-gathering take place, the Len writes a report to the full Local League Support Committee that includes:

1. A summary of the basic facts and issues, the policies in question, and if applicable, the Lead Support Person different perspectives and challenges as understood from the investigation. The report should also include supporting documentation (such as emails, timelines, etc.) where relevant.
2. A recommended plan for remediation, including deadlines for any action recommended.

**Confidentiality:** Members of the Local League Support Committee are expected to keep all issues discussed within the committee confidential. Other than the assigned point-person, members of the committee will not share the report or active committee issues with individuals outside of the Local League Support Committee.

If members of the committee receive inquiries from external parties regarding an issue actively being considered by the committee, they should decline to comment and direct the inquiry to the issue's assigned Lead Support Person.

Members of the committee are invited to recuse themselves from weighing in on a specific issue if they feel there is a conflict of interest.

**Opportunity to Respond:** The report is then sent to the League involved in the complaint and given the opportunity to respond in writing to the report. The League's unaltered response is then added as an addendum to the Lead Support Person's report and sent to the full Local League Support Committee for review.

**Local League Support Committee Decision:** After review and discussion of the investigation and report, the Local League Support Committee decides the next step by a majority vote:

1. Approve the plan recommended by the Lead Support Person
2. Modify and approve the plan recommended by the Lead Support Person, or
3. Refer the issue to the League of Women Voters of the United States (LWVUS) for intervention

If the League of concern does not adhere to the agreed upon remediation plan, the Local League Support Committee can decide by a majority vote whether to repeat the process or recommend the issue to the LWVUS for intervention.

*NOTE: Document may be updated by Local League Support Committee as needed.*