

Grievance Resolution Procedures

The American Musicological Society (AMS) is responsible for monitoring the conduct of its staff, volunteers, directors, and agents, and for taking appropriate action to investigate and redress grievances against them for actions or inactions occurring in the context of AMS programs or events.

Because the AMS is not a guild, accrediting body, or law enforcement agency, some problems are beyond our power to address. The AMS does not have the authority to adjudicate criminal acts or engage in certification or accreditation of music studies professionals. Below is an overview of the grievance resolution procedures established by the Society in the event that a formal complaint of wrongdoing is received.

Criminal Acts

If a crime is *observed*, AMS staff and volunteers should immediately report the incident to the relevant law enforcement authorities. If a crime is *reported*, staff and volunteers should advise the complainant to contact the police and report the incident. AMS staff and volunteers should also immediately report the incident to their supervisor or the AMS office.

Ethical or Interpersonal Complaints and Grievances

If an AMS member is the victim of a non-criminal ethical or interpersonal offense by an AMS employee, director, volunteer or agent, the incident should be reported to the AMS Office at ams@amsmusicology.org. If the complainant is an AMS staff member or volunteer covered by the Society's [Whistleblower Policy](#), the complaint should be submitted to the appropriate internal authority as stipulated in that document.

How Complaints Are Handled

Ethical complaints and grievances received by the AMS are immediately acknowledged and submitted for further inquiry to the Executive Director or other relevant internal authority. (If the Executive Director is the subject of the complaint, another staff member will advance it to the AMS Board President.) If the complaint is minor and can be resolved through mediation and conversation between the staff and the complainant and/or respondent, it may go no further.

If the complaint requires additional investigation, an officer of the Society will be appointed by the Board President to serve alongside the Executive Director (or another staff member, if the ED is the subject of the complaint) to conduct further inquiries. All complaints are thoroughly and confidentially investigated. Any evidence that may corroborate or contradict specific elements of the complaint are collected and reviewed, with care taken to ensure that both the complainant and the respondent have an opportunity to be heard.

Once all evidence has been collected and reviewed, the individuals conducting the grievance resolution inquiry will issue a decision that results in mediation, exculpation, and/or admonition. All grievance complaints are handled confidentially and with maximal effort taken to avoid reputational harm to either the complainant or the respondent.

Appeal

If one or both parties to a grievance resolution inquiry are dissatisfied with its results, they may appeal it. The appeal will be heard by three officers or Board members who were not involved in

the original inquiry. These individuals are required to review the materials collected and assess the merit of the appeal. The complainant and respondent are invited to submit new or revised statements and a final decision is made.