

**Grievance Procedure**

The Grievance procedure exists to provide a timely, thorough and objective assessment and resolution of employee concerns regarding application, interpretation or compliance with policy, practice or procedure.

An employee should discuss the problem or complaint with his/her immediate supervisor.  If the issue is not resolved through discussion, the formal procedure outlined below should be followed.

Formal Procedure

       Step I- Supervisor

            The employee must present the grievance in writing (see grievance form) to Supervisor and/or HR within five (5) working days from the incident date.  The grievance must include the facts, dates, policy or practice involved and the remedy desired.  The Supervisor in association with HR, after investigating all the facts surrounding the grievance, will respond to the employee in writing within (5) working days of the date the grievance was presented.

       Step II- Director/Senior Management

            If a satisfactory resolution has not been reached in Step I, the employee may request a review by Senior Management member within that program within (5) working days of the response given by the Supervisor.  The Sr. Manager and HR will render a decision to the employee and supervisor in writing within (10) working days of the date the grievance was presented to him/her.

       Step III - Executive Director

            If a satisfactory resolution has not been reached in Step II, the employee may request a review by the Executive Director within (5) working days of the response given by Senior Management.  The Executive Director will render a decision in writing within (10) working days of the date the grievance was presented to him/her.  The decision of the Executive Director is final.

       Grievance Procedure Responsibilities and Limitations

            An employee may request to meet with Human Resources prior to initiating a grievance to obtain advice and assistance with organizing a grievance. Human Resources will assist employees in filing/processing the grievance and supervise the process for timeliness.  Time limits are in place to insure prompt resolution.  If the supervisor does not respond with the parameters prescribed, the review will be moved to the next level.  The Executive Director may extend or modify the time limits established by policy.  Working days refer to Monday through Friday excluding agency holidays.  Using the grievance procedure will not, in any way, jeopardize an employee's position, nor lessen the employee's chance for promotion.  There will be no retaliation against any employee for filing a grievance.

Some issues such as salary and performance evaluations are not subject to the grievance procedure.  These should be discussed with immediate supervisor and/or HR.  Employees are encouraged to complete the “Employee Comments” section of performance evaluation to be included in his/her personnel file.

            Any grievance involving discharge or disciplinary suspension begins at the Third Step of the Grievance process.  The grievance must be presented, in writing, within (3) working days from the date of discharge or suspension to the Executive Director.