



POLICY: Employee Grievance Procedure

Purpose:

1. To provide a means of communication between supervisors and employees
2. To insure a prompt, orderly, and fair response to an employee's grievance or complaint.

Scope: Eligible Employees

Policy:

The Employee Grievance Policy has been established to provide for fair and timely resolution of disputes that may arise in the work place and applies to all employees. The Center has established an informal and formal review system to address grievances as quickly and fairly as possible. Employees who seek resolution of employment situations by using the established procedures will not be subjected to discrimination or retaliation, or be penalized in any way.

Informal and formal review systems should only be used when person to person resolution has been unsuccessful.

Informal procedure: Employees are encouraged to resolve issues with co-workers and supervisors by talking directly to the other party involved. The Executive Assistant may be asked to assist in this process.

Formal procedure: If informal attempts fail to achieve resolution, the following steps are to be followed in a formal grievance procedure:

1. The employee should put the grievance in writing and include: a. the description of the grievance and listing of facts and b. the resolution being sought.
2. The document should be signed, with copies given to the relevant director or supervisor, the Executive Assistant (Human Resources representative) and the CEO.
3. The Executive Assistant will conduct a thorough investigation that includes meeting with all parties involved and any other individuals the parties determine might be able to assist in investigation and/or

resolution of the issue. This meeting will take place within 10 working days of receipt of the written grievance.

4. The Executive Assistant will provide all parties and the CEO a written statement describing the grievance and the resolution of the grievance within 5 working days of the completion of the meeting(s). Copies will be included in the personnel files of the parties involved in the grievance.
5. If the grieving party(s) is unsatisfied with the proposed resolution, they may appeal the grievance to the CEO. The CEO will then meet with the party(s) to determine if resolution is possible and decide whether the grievance needs to be presented to the Board of Directors.
6. If all attempts at resolution have failed, all documentation may be presented to the Board of Directors. The board's decision, or the decision of the board chair if the board elects not to review the matter, will be final and will not be subject to further review or appeal.
7. If the grievance is with the CEO, the grievance will go directly to the Board chair.