

## Company Name

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Category: Human Resources

Number: 2.010.1

Subject: Employee Grievances

Applies: All Staff

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**Purpose:** To provide employees with a fair and consistent process to voice grievances regarding employment and personnel issues.

**Policy:** It is the policy of the Agency to encourage and maintain open lines of communication with all employees.

### **Procedure:**

1. In order to foster an open and productive employment environment, employees are encouraged to make suggestions to their supervisors regarding all aspects of the operations of the Agency.
2. No disciplinary action will be taken against an employee for using this policy unless the employee uses the policy to disrupt the operations of the Agency.
3. Complaints alleging sexual harassment and/or discriminatory practices must be referred directly to the Administrator either by the employee or by any supervisor receiving such a complaint, unless the complaint involves the Administrator, in which event it should be made directly to a member of the CEO. The Administrator will inform the HR Director of the complaint immediately.
4. All employee complaints will be made in writing or reduced to writing on the forms provided by the Agency, and will be signed and dated by the employee making the complaint or grievance. In the event that an employee does not make a complaint in writing, the person receiving the complaint will reduce it to writing and ask the employee to sign it.
5. The complaint or grievance will be turned into the employee's supervisor unless the subject of the complaint or grievance is the supervisor, in which event the complaint shall be turned into the Administrator, or if the complaint or grievance involves the Administrator, then to the CEO. The Administrator will inform the HR Director of the complaint immediately.
6. The person receiving the complaint or grievance shall indicate the date of receipt on the document.
7. The supervisor or the person receiving the complaint will pass the complaint to the Human Resource Dept. in the administrative offices which will promptly investigate the complaint or grievance, and then shall meet privately with the employee to address the complaint or grievance and resolve it. The employee will be kept informed of the status of the investigation.

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8. The Administrator shall then meet privately with the employee to address the complaint or grievance and resolve it. The employee will be kept informed of the status of the investigation.
9. If the employee thinks that the Administrator or Human Resource Dept. failed to address either the complaint or the resolution of the complaint was unsatisfactory, then the employee may appeal to the CEO by filing a complaint with the CEO, who shall then investigate the complaint or grievance including the previous action taken by the Administrator or Human Resource Dept.
10. Within 30 days of the receipt of the complaint/grievance, the CEO shall then meet, including by telephone, with the employee to address the complaint/grievance and resolve it. This will end the grievance or complaint process. The results will be documented and maintained in a separate file.