

## GRIEVANCE GUIDELINES

Policy - The Agency seeks to maintain a high level of satisfactory working conditions for all employees. However, as in all human interactions, we are prone to error and misunderstanding which can result in employee dissatisfaction. To promote the efficient and smooth operation of the Agency as well as the harmonious work environment we are striving to maintain, it is of the utmost importance that grievance be promptly and fairly heard. Every effort should be made to resolve grievance at the earliest possible time and at the lowest possible steps in this grievance procedure. The following shall be the order of procedures to be utilized in the grievance process:

1. Applicability - This policy is applicable to all Agency employees. GRIEVANCE MACHINERY IS NOT A PROCESS FOR REQUESTING CHANGES IN POLICY, TERMINATION OF A POSITION DUE TO A REDUCTION IN STAFF AND FAILURE TO EXTEND EMPLOYMENT BEYOND A PREVIOUSLY ESTABLISHED TERM, but rather is a method of handling complaints concerning the application of policy as it relates to individual employees.
2. Definition - A grievance is a complaint by an individual employee growing out of an employment-related disagreement between such employee and a supervisor. A grievance usually expresses dissatisfaction with some condition of employment, which has not been resolved at the normal supervisory level and cannot be resolved through any other established system of Agency review.
3. Complaints MUST first be brought to the attention of and discussed with the employee's immediate supervisor. If and only if the employee feels it is impossible to address the grievance with their supervisor, for instance if they have a serious grievance with their supervisor, they may file their grievance with their Program Director or the Executive Director, who may remand the grievance to a Program Director if he/she feels it would be more appropriately handled at a lower level.

4. If the problem has not been resolved satisfactorily within five (5) working days, the employee shall contact the area Program Director. Within five (5) working days of the matter being brought to the attention of the Area Program Director, said Director shall make a written report of his/her findings and recommendations concerning the grievance and a copy of same shall be sent to the employee and the employee's immediate supervisor.
5. Within five (5) working days of receiving the aforesaid findings and recommendations from the area Program Director, an employee seeking further relief shall notify the Executive Director **IN WRITING** specifying **EXACTLY** what the employee's grievance is and what relief he/she is seeking. Within fourteen (14) business days of the receipt of such notification from the employee, the Executive Director shall schedule a special meeting with the employee. Following the aforesaid meeting, the Executive Director shall submit written findings and recommendations, submitting a copy to the employee and filing an additional copy in the employee's personnel folder.
6. Within five (5) working days of receiving the aforesaid findings and recommendations from the Executive Director, an employee seeking further relief shall notify the Executive Committee of the Board of Directors in **WRITING** specifying **EXACTLY** what the employee's grievance is and what relief he/she is seeking. Within twenty (20) business days of the receipt of such notification from the employee, the Executive committee shall call a special meeting with all parties involved in the grievance. Following the aforesaid meeting of the Executive Committee with the parties involved, the Executive Committee shall submit written findings and recommendations within ninety (90) days. A copy of the findings will be given to the employee, and a copy will be placed in the employee's personnel file. The decision of the Executive Committee of the Board of Directors will be final.

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