

# Grievance Policy and Procedure

## Employee Rights

All employees have the right to submit a grievance, formally or informally, to a supervisor or member of the HR department. No employee who raises a grievance will be harassed, threatened, demoted, discharged or discriminated against in any way for filing their report.

Grievances must be read or acknowledged no later than \_\_\_\_\_ days after they are received by a managerial staff member. A response must be given to the reporting employee no later than \_\_\_\_\_ days after the grievance has been read or acknowledged.

All grievances will be kept confidential.

## Informal Grievance Report

Informal grievance reports are encouraged for small, daily matters or for first infractions.

The employee can arrange an informal meeting with his or her immediate supervisor and describe the nature of the grievance fully.

The reporting employee and the supervisor will verbally decide the next course of action.

## Formal Grievance Report

If the informal grievance report does not resolve the matter, the employee may submit a formal complaint to his or her supervisor in writing.

The supervisor will provide a written response upon receiving the grievance.

If another employee is cited as part of the grievance, he or she will be notified of the situation and given a chance to fully explain.

A written solution agreed upon by all parties will resolve the issue.

## Final Grievance Report

If the formal grievance report does not resolve the matter, the reporting employee may seek the assistance of a member of the board of directors or the quality assurance coordinator.

The reporting employee and any other persons involved in the citation will be invited to a formal meeting. The board or coordinator will enter the facts, dates and description of the report into a grievance log and produce a written, final decision concerning the matter.

If the reporting employee seeks to appeal this decision, he or she may contact external authorities at this juncture.

For more information, please contact:

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