

## **GRIEVANCE PROCEDURE**

### **PURPOSE**

To establish a mechanism by which employees have regress for perceived wrongful treatment by the Agency or staff.

### **SCOPE**

This process is available to all Center for Family and Child Enrichment personnel.

### **PROCEDURE**

In the event that a staff member alleges a violation of the Agency's Personnel Policies and Procedures, the following administrative procedure (moving through increasingly higher administrative and accountability lines) will be followed.

If the grievance cannot be resolved through the usual Agency channels (i.e. supervisor or administrative conferences), the employee shall prepare a written statement within five (5) working days indicating his or her grievance. This statement shall be submitted to and discussed with his or her immediate supervisor. Supervisory action upon this matter may not exceed one week. The supervisor will prepare a written statement of his/her decision, one copy of which shall go to the employee, one copy to the personnel record, and one copy to the Executive Director. If the employee is not satisfied, he/she may take a second step (B) within one (1) week.

If the supervisor is ill or away, statement should be submitted to the next person in authority. This statement also applies to paragraphs (B) and (C).

Serious illness of grievant or death of an immediate family member will be the only exception to "grievant" time limit.

Copies of the employee's original written grievance and the supervisor's written statement shall be submitted to and discussed with the person in the next higher level of authority. Action upon this matter may not exceed one week. This person in authority will prepare a written statement of his/her decision; one copy of which shall go to the employee; one copy to the personnel record, and one copy shall be retained by the CEO. If the employee is not satisfied, he/she may take a third step (c) within one week. This same process may go to a fourth level of authority before reaching the CEO.

Copies of the employee's original written grievance and statements by all of the above-named Administrative personnel shall be submitted to and discussed with the CEO. Action upon this matter may not exceed one week. The Executive Director shall prepare a written statement of his/her decision, one copy of which shall go to the Director's employee, one copy to the personnel record, and one copy shall be retained by the Executive Director. If the employee is not satisfied he/she may take a fourth step (D) within one week.

The employee may request an appeal from the Executive Director's (or person in charge in his/her absence) decision to the Board of Directors in writing and accompanied by copies of administrative decisions, via the CEO or Acting Director, who shall immediately refer the appeal to the President (or his/her representative) of the Board of Directors. The President will immediately refer the appeal to the Board Personnel Committee, which, as an impartial body, shall study all data. If there are staff persons on this committee, they will not participate in the appeal process. The Personnel Committee shall request a hearing with the employee and the Executive Director within two (2) weeks after receiving the directive from the President.

After the hearing and upon complete review of all data, a written statement of the Personnel Committee's recommendations will be presented to the President of the Board of Directors and to the CEO within a one-month period. The Board of Directors must make its recommendation to the CEO within two weeks.

Following the Board review and recommendations, the CEO, who is in charge by the Board to administer the Agency's Personnel Policies, shall transmit immediately in writing to the employee his decision, which shall be final.

Any and all documents, records, or other written material involved will be kept separate and confidential for a period of three years, and then, it shall be destroyed. This material may be reviewed

by the grievant upon request to the CEO, in the presence of the CEO/or his/her designated representative.

If the final disposition sustains the employee's allegation of violation of the Personnel Code:

The Agency shall compensate the employee for any monetary loss and;

Shall offer to reinstate that employee if employment has been terminated.

It should be noted that the performance appraisal of a specific employee's functioning is not subject to the grievance procedure. This is a professional judgment, which cannot be referred to by Board action (refer to Section on "Evaluations"). However, if the established procedures for the performance appraisal have not been carried out, that omission may constitute a cause for filing a grievance.

Since the Agency's Grievance Procedure is an administrative process, the employee may not appear before the Personnel Committee with an attorney. However, the employee may have a staff person of his/her choice accompany him/her at the hearing, provided that person is not involved in any way in the grievance procedure.