



The Center for Family and Child Enrichment
"Cherishing Our Children Since 1977"
Operational Policies and Procedures

Policy #: 4.05

Section: HR 4

Subject: Grievance Procedure

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 current 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 CEO. 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.

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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 CEO 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 CEO. The decision of the CEO is final, unless the grievance is towards a member of the Executive Staff (CEO, COO, CFO, **CMO**).

If the grievance is towards a member of the Executive Staff, the procedure will start with the Personnel Board Committee and if necessary, move to the next step of the available members of the Board of Directors. The decision of the Board will be final.

Within one week after the final hearing and upon complete review of all data, a written statement with the findings will be presented to the employee. If the grievance is against a staff member, the statement will come from the CEO; and it will come from the appropriate Board Member if the grievance is against a member of the Executive Staff. In both cases, the findings will 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 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.

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