

Procedure No. 4-10-2
Replaces Procedure No. 4-10-2

Revised: 09-25-23
Issued: 05-10-95

SUBJECT: Grievance Procedure

PURPOSE: To carry out the mandate of Human Resources Office Policy No. 4

Guidelines - Employees may occasionally experience a work-related concern. When this happens, attempts should be made to resolve it with the immediate supervisor, who may be able to resolve the concern informally. For those times when the immediate supervisor can't help resolve a work-related concern, the employee should follow their chain of command to seek a resolution. An employee can refer to the Organizational Chart to determine their chain of command.

Once the chain of command has been exhausted, if a resolution has not been reached the employee can request a formal grievance through the Human Resource office. This grievance process is designed to solve work-related concerns quickly, fairly, and consistently.

Should it be necessary to use the grievance process, it will in no way negatively affect the employment relationship with the organization, will be kept confidential and apart from your employee personnel file.

Managers, supervisors and the Human Resource Office are required to respond quickly and accurately to every case submitted through this process.

Approved by: _____
Human Resource Manager

Date: _____

Attachment: Process for Filing Grievance
Form A
Form B

WOODHAVEN EMPLOYEE GRIEVANCE PROCESS

An Equal Opportunity Employer

EMPLOYEE

If discussing the problem with the Supervisor and, if necessary, their chain of command has not resolved the concern, the employee may consider initiating the Grievance Process. The first step is to obtain Form "A" and identify on that form the nature of the concern from your point of view including the facts as you know them, pertaining to who, when, where, how, why and most importantly, suggesting a resolution to the problem.

The office of Human Resources can provide guidance in clearly stating the problem and desired solution.

The office of Human Resources acts as a facilitator in moving the grievance along to a resolution.

Once the desired information is on Form "A", return it to the office of Human Resources.

OFFICE OF HUMAN RESOURCES

Upon receipt of an Employee Grievance (Form "A") the office of Human Resources will,

- (a) retain the original in a Grievance File in the Human Resources Office,
- (b) make a copy for the employee,
- (c) make a copy for all Supervisors within the employee's chain of command

The office of Human Resources will initiate an Employee Grievance Process Form "B" to monitor the timelines for the grievance process. They will retain a copy and include the original (Form B) along with a copy (Form A) of the grievance to the immediate Supervisor. This will be hand delivered to the appropriate Supervisor.

Upon receipt of the employee's written grievance, immediate Supervisors should consult with the next level Supervisor to determine the appropriate response to the employee. The Supervisor must then schedule a meeting with the employee within the five day limit. At the conclusion of the meeting, the Supervisor must propose a written solution and present it to the employee on Form B. The employee shall either accept or reject the Supervisor's solution and sign and date the form.

If the proposed solution is rejected, the employee must propose an alternative solution on Form B.

The Supervisor will return Form B to the office of Human Resources by the due date noted on the form.

If the solution is accepted by the employee, the grievance is ended. If the employee rejects the proposed solution, the office of Human Resources shall:

- a) Set a due date for a written response from the next level Supervisor
- b) Forward the original Employee Grievance Process Form B to the next level Supervisor
- c) Send a copy of the Employee Grievance Process Form B and a copy of the original Grievance (Form A) to the next level Supervisor's supervisor, i.e. if the "next level supervisor" in "B" is the Program Manager, the supervisor in "C" is the Director of Residential and Community Services.

NEXT LEVEL SUPERVISOR

The next level Supervisor will repeat the process described above unless that Supervisor is the Chief Executive Officer and/or Chief Operations Office. Likewise, the office of Human Resources will repeat their procedures.

WOODHAVEN EMPLOYEE GRIEVANCE PROCESS

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Page 2

CHIEF EXECUTIVE OFFICER/CHIEF OPERATIONS OFFICER

Upon receipt of the Employee Grievance Process Form B and a copy of the original grievance, the Chief Executive Officer and Chief Operations Officer shall review and further investigate the grievance as deemed necessary including meeting with the employee. The Chief Executive Officer and Chief Operations Officer will render a decision as soon as practical, normally within five working days on the Employee Grievance Process Form B and return to the office of Human Resources. The Chief Executive Officer and Chief Operations Officer's decision is final.

OFFICE OF HUMAN RESOURCES

Upon completion of the grievance process at whatever level, the office of Human Resources will place the original of the Employee Grievance Process Form B in a grievance file, mail a copy to the employee and each level Supervisor below the level at which the grievance was resolved.

Attachment to Procedure No. 4-10-2

Revised: December 01, 2003

WHO SAW WHAT HAPPENED?		6	Name:	Job Title:
			Name:	Job Title:
			Name:	Job Title:
Yes	No	Have you notified anyone else about this problem?	If yes, whom did you notify and when? Name: _____ Date: _____	
What was the response?				
What do you want done about the grievance?				
I certify that all information above is true and correct to the best of my knowledge. I agree to notify the personnel office in writing if I choose to withdraw this grievance.				
Date:		Signature:		

WOODHAVEN EMPLOYEE GRIEVANCE PROCESS

FORM B

Equal Opportunity Employer

Name: _____

Time and Date: _____

Phone Number Where Employee Can Be Reached: _____

Work Location: _____

Immediate Supervisor: _____

Date Grievance Received: _____

OFFICE OF HUMAN RESOURCES

Date Given to Immediate Supervisor (Hand Delivered) _____

Due Date of Supervisor's Written Response (within 5 working days) _____

SUPERVISOR

Date and Time Established to Meet With Employee (within 5 working days) _____

Solution Proposed: _____

EMPLOYEE

Solution above (Accepted) (Rejected) Choose one.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

If employee rejects solution proposed, employee's solution: _____

Employee Signature: _____

Date: _____

LEVEL II

OFFICE OF HUMAN RESOURCES

Date Response Received: _____

Date Given to the Next Level Supervisor (Hand Delivered) _____

Due Date of Supervisor's Written Response (within 5 working days) _____

SUPERVISOR

Date and Time Established to Meet With Employee (within 5 working days) _____

Solution Proposed: _____

EMPLOYEE

Solution above (Accepted) (Rejected) Choose one.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

If employee rejects solution proposed, employee's solution: _____

Employee Signature: _____

Date: _____

LEVEL III

OFFICE OF HUMAN RESOURCES

Date Response Received: _____

Date Given to the Next Level Supervisor (Hand Delivered) _____

Due Date of Supervisor's Written Response (within 5 working days) _____

SUPERVISOR

Date and Time Established to Meet With Employee (within 5 working days) _____

Solution Proposed: _____

EMPLOYEE

Solution above (Accepted) (Rejected) Choose one.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

If employee rejects solution proposed, employee's solution: _____

Employee Signature: _____

Date: _____

LEVEL IV

OFFICE OF HUMAN RESOURCES

Date Response Received: _____

Date Given to the Chief Executive Officer and Chief Operations Officer

(Hand Delivered) _____

Date and Time Established to Meet With Employee (Optional) _____

Final Solution: _____

Chief Executive Officer: _____ Date: _____

Chief Operations Officer: _____ Date: _____