

I. Complaint Procedure

Concern or Event Occurs
Employee **FIRST** attempts to resolve concern
informally with immediate supervisor



Step 1. An employee who wishes to formally request the resolution of an issue related to work conditions or relationships shall submit a written complaint to his or her immediate supervisor. If that supervisor is the source of the concern, the employee shall submit the complaint to the appropriate second-level supervisor. This initial complaint must be submitted within twenty (20) working days of the situation that gives rise to the complaint.



Step 2. The supervisor has ten (10) working days to meet with the employee to discuss the complaint. After the meeting, the supervisor has ten (10) working days to respond, in writing, to the employee.



Step 3. Within ten (10) working days of receiving the supervisor's response, the employee shall notify the supervisor, in writing, as to whether the issue is now resolved. If the issue is resolved, no further action is needed.



Step 4. If the issue is not resolved, the employee has an additional five (5) working days to submit the written complaint, along with any previously received supervisor responses, to the next-level supervisor (and to deliver a copy to any lower-level supervisor to whom the complaint was previously submitted).



Step 5. Upon receipt of the complaint, the next-level supervisor has ten (10) working days to meet with the employee to discuss the complaint. After the meeting, the next-level supervisor has ten (10) working days to respond to the employee in writing (and to deliver a copy to any lower-level supervisor to whom the complaint was previously submitted).



Step 6. This process, as described in steps 3-5, can be repeated for each available higher level supervisor up to the level of supervisor who reports directly to the President/CEO, which shall be the final level of review. The President/CEO shall provide the final review only for complaints by employees who report directly to the President/CEO. At the final level of review, the reviewer has ten (10) working days to interview the complainant, conduct an investigation, determine the facts, render a final decision, and communicate that decision in writing to all parties and the Vice President of Human Resources.



Step 7. The Vice President of Human Resources shall ensure that the final decision is implemented and documented in the employee's master personnel file.