

PERSONNEL
GRIEVANCES AND COMPLAINTS

Grievance Procedures

The following procedures shall be observed whenever an employee files a grievance:

- A. Staff and supervisors are encouraged to discuss any problems or concerns as they arise, so that they can be resolved quickly and informally. Problems and concerns that are left unresolved can develop into irritants that harm the morale of the staff, distract them from their responsibilities, and negatively affect the smooth operation of the Association.
- B. If an employee has a problem which cannot be resolved through informal discussion, he/she may file a grievance by submitting the grievance in writing to his/her supervisor with copies to his/her Department Director (if different from the supervisor), the Human Resources Manager and the Executive Director.
- C. The immediate supervisor shall have a conference with the grievant to discuss new information or concerns raised in the written grievance that were not addressed in the discussions held under paragraph one. Human Resources Manager will review all the information and make recommendations as appropriate to the Executive Director. The Executive Director shall render a decision within five working days and notify the grievant accordingly, with a copy to the Department Director, if applicable, and the Human Resources Manager.
 1. If the result is favorable to the grievant and there is no need for action by higher authority, the grievance process shall end.
 2. If the result is favorable to the grievant and the grievance requires action by higher authority, the Human Resources Manager shall immediately forward the grievance and the recommendation to the next higher level of authority.
 3. If the result is a decision or recommendation unfavorable to the grievant, the grievant shall have five working days in which to add comments or documentation and forward the grievance to the next higher level of authority.
 4. Step three shall be repeated for each level of authority through the Executive Director. Each level shall render a decision or make a recommendation within five working days.
 5. If the result of the Executive Director's decision is unfavorable to the grievant, the grievant shall have five working days in which to add comments or documentation and forward the grievance to the Executive Committee, with a copy to the Executive Director. This shall be done by delivering the grievance and the copy to the Executive Office in separate sealed envelopes, one addressed to the Executive Committee and the other to the Executive Director.

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6. The Executive Director shall obtain a decision from the Executive Committee within 30 working days of the grievant's decision to pursue the grievance to that level.

Grievance Procedures (continued)

7. If the result of the Executive Committee's decision is unfavorable to the grievant, the grievant shall have five working days in which to add comments or documentation and forward the grievance to the Board of Directors, with a copy to the Executive Director. This shall be done by delivering the grievance and the copy to the Executive Office in sealed envelopes, one addressed to the Board of Directors and the other to the Executive Director.
8. The Executive Director shall obtain a decision from the Board of Directors within 60 working days of the grievant's filing the grievance at that level.

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