
GRIEVANCE PROCEDURE

Any staff member who has a complaint concerning disciplinary action, termination, demotion, denial of promotion or merit increase, layoff, or discrimination based on a category—i.e., race, age, disability—recognized by federal and local civil rights laws has the right to file a grievance according to procedures outlined in this policy.

No staff member will be discriminated against, harassed, intimidated, or suffer any reprisal as a result of filing a grievance or participating in the investigation of a grievance. If a staff member feels that he or she is being subjected to any of the above, that staff member has the right to appeal directly to the Executive Director.

The grievance procedures of the Agency are as follows:

- Step 1: Within five (5) working days after the problem has occurred or has been discovered, it must be brought to the attention of your immediate supervisor for informal resolution. If your supervisor, as opposed to policies and procedures, is the source of your grievance, you may proceed directly to the appropriate supervisor at the next management level. If you report directly to a Manager or the Executive Director, then proceed to Step 3 or 4, respectively.
- Step 2: If your problem is not resolved after discussion with your supervisor you may submit the matter to the next management level (your supervisor's supervisor) for resolution. You must prepare a written summary of your concern and submit it to the next management level for review within five working days after the attempts at informal resolution. The summary should include:
 - a) The specific action or incident on which the grievance is based.
 - b) The date the action or incident occurred.
 - c) The date you first learned of the action (if applicable).
 - d) The reasons that you base your belief that the action was unjustified or that you were treated unfairly.
 - e) The specific policy or written agreement which was violated and how it affected you.

An investigation will be conducted which considers the facts and consults the Human Resources department. The staff member will be informed in writing of the decision within five working days after receiving your written summary.

- Step 3: If you are not satisfied with that management level's decision and you wish to pursue the matter further, you may submit the matter in writing to the Executive Director within five (5) working days of receiving the Step 2 decision. The Executive Director, after reviewing the written material from Step 2 and after further investigation will inform you in writing of his or her decision within five (5) working days from receipt of your request.

- Step 4: If you are not satisfied with the Executive Director's decision and wish to pursue the matter further, you may request that the matter be reviewed by the grievance committee, which is composed of three members of the Board of Directors. The Executive Director will be a non-voting member of the Grievance Committee. Requests for review by this Committee must be submitted to the Executive Director in writing within five (5) working days of receiving the Step 3 decision. The Grievance Committee will review the problem within 30 days of receipt of the written request.

If desired, you may request a conference with the Grievance Committee to present additional information in support of your position, to address any issues in the grievance and to contest any matters in the grievance. Your request for a grievance conference should be included in your written request for review. Upon receiving a request for a conference, the Committee will give appropriate advance notice of the time, date and location of the conference.

The Committee, after a full examination of the facts (which may include a review of your written summary of the problem, discussions with individuals involved and further investigation), will inform you of its decision within five (5) working days. The decision of the Grievance Committee will be final.