

Written: 08/27/2015	Procedure	Grievance Procedure
Approved: 03/23/2017		Dept.: All
Reviewed/Revised: 02/15/2017		Written: Logan Brown

**Purpose:**

Situations may occur where an employee believes that the fair and consistent application of a policy affecting him or her has not been followed. In most cases, Area Agency on Aging expects that the employee will be able to satisfactorily address such concerns within his or her department supervisor. However, when a recent or continuing problem has not been resolved in a particular work area or department, Area Agency wishes to provide employees an alternative approach for doing so. No employee shall be subjected to discrimination or adverse treatment for filing a grievance.

**Procedure:**

The Area Agency on Aging’s grievance procedure consists of two steps, Step I- Informal and Step 2- Formal. Step I of the grievance complaint must be filed within 14 days of the event(s) that lead to the grievance. Step II must be filed within 14 days of the supervisor’s written response at Step I. If an employee waits longer than the specified time before submitting his or her grievance or proceeding to the next step, the grievance will not be addressed. The steps below will be used to facilitate employee grievance disputes.

**Steps for Grievance Procedure:**

**Step I – Informal Step**

In many cases, disputes over the application or interpretation of policy can be resolved through communications within a particular department or work area. As such, the first step in the grievance process is a discussion between the employee and their supervisor. The employee can initiate this step by talking with his or her supervisor. The employee should promptly bring the matter to the attention of the immediate supervisor, explaining the nature of the problem and the relief sought. The supervisor should respond within three business days, if possible. If the supervisor provides an oral response to the employee, the supervisor should prepare a written record of the response.

**Step II – Formal Step**

1. If the matter is not resolved at Step I, the employee may proceed to Step II by submitting a written statement to the Human Resources Department at [hr@agingwest.org](mailto:hr@agingwest.org). This statement should outline the relevant facts that form the basis of the employee’s grievance, indicating the Area Agency policy that has allegedly been violated, and stating the resolution sought. The statement should also identify the supervisor who was involved at Step I.
2. Upon receipt of the employee’s written statement, the Human Resources Department will:
  - a) Advise the employee’s department head of the grievance and determine if the Step I procedure was complied with. (If the Step I procedure was not followed, the HR department will refer the

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employee back to Step I unless HR determines that such referral is not likely to resolve the matter.)

b) Schedule a meeting with the employee, the employee’s supervisor and the President/CEO. The meeting should be held promptly (if possible within 5 calendar days of receipt of the employee’s written statement).

c) The Human Resources Manager shall act as chairperson of the meeting and provide all parties with copies of the final decision determined by the President/CEO within 5 days following the hearing.

3. If the grievance received by the HR department is against the President/CEO, the HR department will:

a) Contact the Personnel Committee of the Board of Directors and present the grievance.

b) If a final decision is not determined by the Personnel Committee based on the employee’s written statement, the Personnel Committee may schedule at its discretion separate meetings with the Personnel Committee and the employee and the Personnel Committee and the President/CEO.

c) The Human Resources Manager shall act as chairperson of the meeting and provide all parties with copies of the final decision determined by the Personnel Committee within 5 days following the hearing.