



Standard Operating Procedures (SOP)

Administrative

Page #	1 of 5	Date Last Reviewed/Updated	8/10/2015
Title of SOP Author	HR Manager	Date of Board Approval	08/27/2015

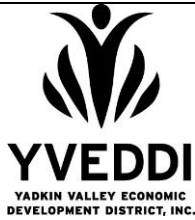
Grievances Procedure	
Purpose	<p>YVEDDI is committed to providing employees an effective and responsive grievance and conflict resolution process. The purpose of this Grievance Procedure is to outline the procedure and to assure all employees that a response to their complaints and grievances will be prompt and fair.</p> <p>The purposes of the grievance procedure include, but are not limited to:</p> <ul style="list-style-type: none"> ▪ Providing employees with a procedure by which their complaints can be considered promptly, fairly and without reprisal; ▪ Encouraging employees to express themselves about the conditions of work that affect them as employees; ▪ Promoting better understanding of policies, practices, and procedures that affect employees; ▪ Increasing employees' confidence that personnel actions taken are in accordance with established, fair, and uniform policies and procedures; ▪ Increasing the sense of responsibility exercised by supervisors in dealing with their employees; ▪ Encouraging conflicts to be resolved between employees and supervisors who must maintain an effective working relationship, and therefore, encouraging conflicts to be resolved at the lowest level possible; ▪ Creating a work environment free of continuing conflicts, disagreements, and negative feelings about the Agency or its management and staff; and ▪ Providing an opportunity for terminated employees to discuss the proper application of rules and evidence resulting in their termination.
References	YVEDDI Human Resource Policies – Page 16
Scope	<p>The conflict resolution process can be utilized by all employees.</p> <p>The formal process can be used by non-probationary employees.</p>
Definitions	<p>Conflict Resolution – an informal process whereby employees discuss their employment concerns with their Supervisor and Program Director in order to reach a mutual understanding or solution. This process is to be used to address concerns other than harassment/discrimination and adverse actions.</p> <p>Grievance – a claim or complaint by an employee based upon an event or condition within control of the Agency, which adversely affects the circumstances under which an employee works. This is usually caused by misinterpretation,</p>



Standard Operating Procedures (SOP) Administrative

Page #	2 of 5	Date Last Reviewed/Updated	8/10/2015
Title of SOP Author	HR Manager	Date of Board Approval	08/27/2015

	<p>unfair application, or lack of established policy pertaining to employment conditions.</p> <p>Adverse Action – demotion, suspension without pay, dismissal, or similar action.</p> <p>Days – in this procedure, “days” refers to calendar days.</p>
Procedure	<p>When there is a concern, complaint or grievance, it is the responsibility of every Program Director, the Executive Director and the Board Members to ensure the chain of command has been followed. If an employee reports a concern that has not gone through the proper procedure, the employee should be directed to the lowest level in the chain of command where he/she feels comfortable addressing the concerns or to the Human Resource Manager.</p> <p>Furthermore, the agency can process only those grievances for which it could conceivably provide some relief. It is not obligated to schedule hearings on concerns that are beyond its capability or control. It will not deal with matters such as content of funding requirements. Performance evaluations are not covered by this policy.</p> <p>When an employee has a grievance, the following successive steps are to be taken. The number of calendar days indicated for each step should be considered the maximum, unless otherwise provided, and every effort should be made to expedite the process. However, the time limits set forth may be extended by mutual consent. The last step initiated by an employee shall be considered to be the step at which the grievance is resolved.</p> <p>Step 1</p> <ul style="list-style-type: none"> ▪ Any employee with a concern or belief of unfair treatment should meet with his/her supervisor to discuss the problem and seek to resolve it. ▪ This meeting ensures that the supervisor knows about and has had the opportunity to consider, investigate and resolve the problem. ▪ The supervisor will act affirmatively to resolve the matter within seven (7) days. ▪ Either the employee or the supervisor may involve the respective Program Director as a resource to help resolve the issue. ▪ If the concern or belief cannot be resolved satisfactorily, the employee, supervisor or Program Director may present the concern to the Human Resource Manager for resolution.



Standard Operating Procedures (SOP)

Administrative

Page #	3 of 5	Date Last Reviewed/Updated	8/10/2015
Title of SOP Author	HR Manager	Date of Board Approval	08/27/2015

	<ul style="list-style-type: none"> ▪ A written record of the conflict resolution process will be completed and maintained by the Program Director and the Human Resource Manager. <p>Step 2</p> <ul style="list-style-type: none"> ▪ When a non-probationary employee is dissatisfied with an answer from their Program Director on a conflict resolution matter or when an adverse action has occurred, the employee may file a formal written grievance with their Program Director. ▪ The written grievance should contain the following: the decision, action, or policy the employee does not agree with, on what basis the action is wrong or unfair, who is responsible, and the proposed resolution the employee is seeking. ▪ The Program Director shall submit a written response to the employee within seven (7) calendar days after receipt of the grievance. The Program Director should, and is encouraged to, consult with any employee of the Agency in order to reach a correct, impartial, fair and equitable determination or decision concerning the grievance. Any employee consulted by the Program Director is required to cooperate to the fullest extent possible. ▪ After hearing information from both affected parties and any follow up investigation or conference, and after consultation with the Human Resources Manager or Executive Director, the Program Director will issue a decision to both parties. ▪ If the Grievance is against a Program Director, the grievance shall be presented to the Human Resources Manager. If the grievance is against the Human Resources Manager the grievance shall be presented to the Executive Director. <p>Step 3</p> <ul style="list-style-type: none"> ▪ If either Party is not satisfied by the Program Director's decision, within seven (7) days after the decision is issued, an appeal can be presented to the Human Resource Manager for consideration. ▪ The Human Resource Manager will consider the appeal and if justified, a hearing will be scheduled within fifteen (15) days. Both parties may present information at the hearing to support their positions. Within seven (7) days after the hearing and any needed subsequent investigation or further follow up hearing, the Human Resource Manager will issue a decision. <p>Step 4</p> <ul style="list-style-type: none"> ▪ If either party is not satisfied by the Human Resource Manager's decision(s), an appeal can be presented to the Executive Director within seven (7) days after the decision(s) is issued.
--	--



Standard Operating Procedures (SOP) Administrative

Page #	4 of 5	Date Last Reviewed/Updated	8/10/2015
Title of SOP Author	HR Manager	Date of Board Approval	08/27/2015

- The Executive Director will consider the appeal and if justified, a hearing will be scheduled within fifteen (15) days. Both parties may present information at the hearing to support their positions. Within ten (10) days after the hearing and any needed subsequent investigation or further follow up hearing, the Executive Director will issue a decision.

Step 5

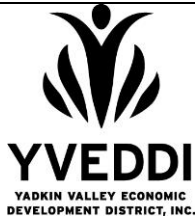
- If either party is not satisfied by the Executive Director's decision(s), an appeal can be presented to the Personnel Committee of the Board of Directors within seven (7) days after the decision(s) is issued.
- The Personnel Committee will consider the appeal and if justified, a hearing will be scheduled within fifteen (15) days. Both parties may present information to the Personnel Committee at the hearing to support their contentions.
- Within ten (10) days after the Hearing and any needed subsequent investigation or further follow up hearing, the Personnel Committee will issue a decision, which will be final.

Program Directors and the Human Resources Manager shall seek informal resolution to their grievance by meeting and informally discussing the grievance with the Executive Director. If no informal resolution can be achieved, the Program Director or Human Resources Manager may file their step one grievance with the Personnel Committee and, if no formal resolution can be achieved, the employee may file their grievance to the Board of Directors. The decision by the Board of Directors shall be final.

The filing of a lawsuit by an employee on an issue while the employee has a grievance on the same issue will end the appeals under the Agency's grievance procedure.

Role of the Human Resource Manager

- To advise parties (including employees, Supervisors, Program Directors and Executive Director) of their rights and responsibilities under this policy, including interpreting the grievance and other policies for consistency of application;
- To be a clearinghouse for information and decisions in the matter including maintaining files of all grievance documents.
- To give notices to parties concerning timetables of the process, etc;
- To assist employees and supervisors in drafting statements; and
- To facilitate the resolution of conflicts in the procedures or of the grievance at any step in the process; and
- To help locate or provide other resources as needed.



Standard Operating Procedures (SOP) Administrative

Page #	5 of 5	Date Last Reviewed/Updated	8/10/2015
Title of SOP Author	HR Manager	Date of Board Approval	08/27/2015

- Determine whether or not additional time shall be allowed to either side in unusual circumstances if the parties cannot agree upon extensions when needed or indicated.

Grievance Procedure for Discrimination

When an employee, former employee, or applicant, believes that any employment action discriminates illegally (i.e., is based on race, color, religions, sex, national origin, political affiliation, non-disqualifying disability, age, marital status or veteran status) he or she has the right to appeal such action using the grievance procedure. While such persons are encouraged to use the grievance procedure, they shall also have the right to appeal directly to the Human Resource Manager or Executive Director. An employee or applicant should appeal an alleged act of discrimination within thirty (30) calendar days of the alleged discriminatory action, but may appeal for up to six (6) months following the action. Nothing in this policy is intended to discourage or prevent an employee, former employee or applicant from filing a formal charge of discrimination or other illegal action with the appropriate state or federal agency having jurisdiction.