

PEOPLE'S PLACE

Grievance Policy

Approved By: Board of Directors
Review/Revision Date: 02/01/2009

I. PURPOSE

The purpose of this policy is to ensure that all clients, volunteers, and employees are provided the opportunity to file a grievance and to have it acted upon in a timely manner according to procedures.

II. POLICY STATEMENT

It is the policy of People's Place to provide all clients, volunteers, and employees with a formal process to resolve complaints against an individual employee of the agency, a program of the agency or the agency itself. All efforts will be made to resolve concerns informally at the lowest possible level.

III. APPLICATION

This policy applies to all People's Place staff, volunteers and clients.

IV. DEFINITIONS

Grievance – a written complaint or appeal against an individual, program or agency.

Grievant- one who files a grievance.

V. STANDARDS

- A. Signs will be posted conspicuously at all agency sites to inform clients, volunteers, and employees about the grievance procedure. Forms and procedures shall be available at each agency site.
- B. Grievances can not be filed for disciplinary actions.
- C. Clients, volunteers, and employees will be provided the opportunity to file a grievance.
- D. Clients, volunteers, and employees will not be retaliated against for filing a grievance.
- E. Clients, volunteers and employees will be given a copy of the grievance they file.
- F. Copies of all grievances will be promptly delivered to all management levels responsible for that program including Supervisor(s), Program Director, Associate Director and Executive Director.
- G. Staff reporting to the Executive Director shall be afforded the opportunity to have their grievance heard by the Executive Committee of the Board of Directors.
- H. Each step in the grievance procedure must be processed within ten (10) business days unless an extension is agreed to by all parties involved.
- I. Clients, volunteers and employees who file a grievance will be informed in writing of the final resolution of the grievance.

- J. A grievance committee, that is representative of at least five programs, shall be appointed. Nominations for the committee shall be made by the Program Directors to the Associate Directors. The committee will consist of at least one Program Director, one Associate Director and other employees nominated by the Program Directors. The Associate Director and the Executive Director shall make the final appointments.
- K. The Board President shall appoint a three-member committee of the Board of Directors to hear grievances against the Executive Director.
- L. Upon request Administration will provide assistance to clients with the grievance procedures.
- M. All copies of grievance with decisions and resolutions will be kept on file.
- N. The **Executive Team** will report on trends of grievances to the Board of Directors on a regular basis.

VI. PROCEDURES

CLIENT PROCEDURES

Individual Responsible

Action

Client

Informs Program Staff of concern or issue.

Program Staff

Attempts to resolve concern or issue. If resolved, documents concern and resolution in client file.

IF CONCERN CANNOT BE RESOLVED INFORMALLY:

Program Staff

Request that client complete a grievance form.

Grievant (Client)

Completes grievance form and submits it to Program Staff.

Program Staff

Submits grievance form to Program Director within 1 business day and provides a copy of the documentation where program staff attempted to resolve concern.

Program Director

Documents the date he/she receives the grievance on the grievance form. Reviews grievance form with Associate Director. Contacts grievant and attempts resolution within ten (10) business days of date grievance form was received. If then resolved, note resolution on the grievance form and forwards to the Executive Director. If not resolved, give grievant the choice of taking grievance to committee or directly to the Executive Director or designee. Document decision on the grievance form. Forward form to Executive Director or designee.

IF GRIEVANT CHOOSES TO TAKE
GRIEVANCE DIRECTLY TO COMMITTEE:

Committee	Committee is convened within ten (10) business days. The committee reads all documents, investigates information and makes a recommendation on a resolution to Executive Director.
Executive Director or designee	Accepts or rejects committee recommendation and notifies grievant of final decision.

IF GRIEVANT CHOOSES TO TAKE
GRIEVANCE DIRECTLY TO
EXECUTIVE DIRECTOR OR
DESIGNEE:

Executive Director or designee	Reads all written materials, investigates information and makes a final decision. Notifies grievant of decision.
--------------------------------	--

EMPLOYEE/VOLUNTEER PROCEDURES

Individual Responsible

Action

Employee/Volunteer	Informs his or her supervisor of concern or issue.
Supervisor/Program Director	Attempts to resolve concern or issue. If resolved, documents concern and resolution in a memo to employee and retains a copy of the memo.

IF CONCERN CANNOT BE RESOLVED
INFORMALLY:

Supervisor/Program Director	Requests that employee/volunteer complete a grievance form.
Grievant (Employee/Volunteer)	Completes grievance form and submits it to Supervisor.
Supervisor/Program Director	Submits grievance form to Program Director/Associate Director within 1 business day and provides a copy of the documentation where attempt to resolve concern was made.
Program Director/Associate Director	Documents the date he/she receives the grievance on the grievance form. Reviews grievance form. Contacts grievant and attempts resolution within ten (10) business days of date grievance form was received. If then resolved, note resolution on the grievance form and forward to the Executive Director. If not resolved, gives grievant the choice of taking grievance to committee or directly to the Executive Director or designee. Documents decision on the grievance form. Forwards form to Executive Director or designee .

IF GRIEVANT CHOOSES TO TAKE
GRIEVANCE DIRECTLY TO
COMMITTEE:

Committee

Committee is convened within ten (10) business days. The committee reads all documents, investigates information and makes a recommendation on a resolution to Executive Director or designee.

Executive Director or designee

Accepts or rejects committee recommendation and notifies grievant of final decision.

IF GRIEVANT CHOOSES TO TAKE
GRIEVANCE DIRECTLY TO
EXECUTIVE DIRECTOR or designee:

Executive Director or designee

Reads all written materials, investigates information and makes a final decision. Notifies grievant of decision.

VIII. EXHIBITS

A. Grievance Form