

16.10 Grievance

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to provide program participants an effective and acceptable process to bring program problems, complaints, and concerns to the attention of management.

Procedure:

A program participant who feels that they have been treated in an unfair manner may submit their complaint/grievance using the following steps. At any time throughout the grievance process, participants may contact the referring agency.

Step #1:

- A grievance must be submitted in writing to the Director of Human Resources within five working days after the event prompting the complaint.
- The grievance must contain the date and place of occurrence(s), all fact(s) supporting the grievance and the name(s) and job title(s) of all individuals involved.
- The Human Resource Department may assist a participant in the preparation of the written grievance upon request. The Human Resource Department will note the date of request and shall, as quickly as possible, accommodate the participant.
- Within five business days of receipt of the grievance, the Director of Human Resources will notify the Director of Career Services, the assigned Career Services staff member and the participant and provide these individuals with a copy of the written grievance. In instances where the participant's allegation involves the Director of Career Services or the assigned Career Services staff member, the CEO/President will be notified in lieu. In addition, the Director of Human Resources will notify the CEO/President of the grievance.
- The Director of Career Services will acknowledge the grievance to the Director of Human Resources and the participant and schedule to hear the grievance within five business days of notice.
- The participant may elect to have a Licking/Knox Goodwill Industries fellow participant, advocate or Human Resource representative accompany him/her to the hearing.
- The Director of Career Services should make every effort to resolve the grievance at the hearing.
- The Director of Career Services must communicate the grievance decision to the participant in writing within two business days of the hearing. The Director of Career Services' report must include a summary of the hearing and reason(s) for the decision. The report must also be forwarded to the Director of Human Resources and the CEO/President.

Step #2:

- If the participant is not satisfied with the grievance decision, the participant may appeal in writing within three business days to the Director of Human Resources.
- The grievance appeal must contain information from the initial grievance and any additional pertinent information which supports the appeal.
- The Human Resource Department may assist a participant in the preparation of the written appeal. The Human Resource Department will note the date of the request and shall, as quickly as possible, accommodate the participant.
- Within five business days of the appeal, the Director of Human Resources will notify the CEO/President.
- The CEO/President will acknowledge the appeal to the participant and schedule to hear the appeal within five business days.
- The participant may elect to have a Licking/Knox Goodwill Industries fellow participant, advocate or Human Resource representative accompany him/her to the hearing.
- The CEO/President should make every attempt to resolve the grievance at the hearing.
- The CEO/President must communicate the decision on the appeal to the participant in writing within two business days of the hearing. The report must include a summary of the hearing and the reason(s) for the appeal decision. The report must also be forwarded to the Director of Human Resources.

Step #3:

- If the participant is not satisfied with the appeal decision, the participant may appeal again in writing within three business days to the Director of Human Resources.
- The second appeal must contain information from the initial grievance and any additional pertinent information from the first appeal.
- The Human Resource Department may assist a participant in the preparation of the second written appeal. The Human Resource Department will note the date of the request and shall as quickly as possible accommodate the participant.
- Within five business days of the second appeal, the Director of Human Resources will notify the CEO/President.
- The CEO/President will acknowledge the appeal to the participant. The CEO/President will also advise the participant that a qualified, external organization, having no real or perceived relationship with Licking/Knox Goodwill Industries, Inc. will be contacted to schedule a hearing convenient to all. The CEO/President will notify the participant in writing of the hearing date. Every reasonable effort will be made to expeditiously schedule the hearing date and accommodate the participant's schedule.
- The participant may elect to have a Licking/Knox Goodwill Industries fellow participant, advocate or Human Resource representative accompany him/her to the hearing.
- The qualified, external organization will hear the second appeal.
- The qualified, external organization will communicate its decision on the second appeal to the participant in writing within two business days of the hearing. The qualified, external organization's report must include a summary of the hearing and the reason(s) for the decision. The report must also be forwarded to the Director of Human Resources and the

CEO/President. The decision on the appeal to the qualified, external organization is final; the grievance process ends and no further appeal may be made.

- Business days as used in this policy shall be defined as Monday through Friday, 8:00 a.m. to 5:00 p.m.
- During the entire grievance process, it is expected that the participant, supervisor(s), and other involved individuals will exhibit appropriate workplace behavior, conduct themselves in a professional manner, and continue in their job productivity and performance. Harassment, reprisals or retaliation toward the complainant will not be tolerated. Failure to comply will result in disciplinary actions up to and including termination of services.