

7.21 Grievance

Policy:

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

Procedure:

Employees may take work complaints, problems, and concerns to their appropriate supervisor(s) as designated on the latest Licking/Knox Goodwill Industries, Inc. organizational table. Additionally, an employee who feels they have been treated in an unfair manner may submit a formal grievance using the following steps:

Step #1:

- a. A grievance must be submitted in writing to the Director of Human Resources within five working days after the event prompting the complaint.
- b. 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.
- c. The Human Resource Department may assist an employee 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 employee.
- d. Within five business days of receipt of the grievance, the Director of Human Resources will notify the division director or department administrator, the immediate supervisor of the employee and the employee and provide these individuals with a copy of the written grievance. In addition, the Director of Human Resources will notify the CEO/President of the grievance.
- e. The division director or department administrator will acknowledge the grievance to the Director of Human Resources and the employee and schedule to hear the grievance within five business days of notice.
- f. The employee may elect to have a Licking/Knox Goodwill Industries fellow employee or Human Resource representative accompany him/her to the hearing.
- g. The division director or department administrator should make every effort to resolve the grievance at the hearing.
- h. The division director or department administrator must communicate the grievance decision to the employee in writing within two business days of the hearing. The division director or department administrator 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 CEO/President.

Step #2:

- a. If the employee is not satisfied with the grievance decision, the employee may appeal in writing within three business days to the Director of Human Resources.
- b. The grievance appeal must contain information from the initial grievance and any additional pertinent information which supports the appeal.
- c. The Human Resource Department may assist an employee 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 employee.
- d. Within five business days of the appeal, the Director of Human Resources will notify the CEO/President.
- e. The CEO/President will acknowledge the appeal to the employee and schedule to hear the appeal within five business days.
- f. The employee may elect to have a Licking/Knox Goodwill Industries fellow employee or Human Resource representative accompany him/her to the hearing.
- g. The CEO/President should make every attempt to resolve the grievance at the hearing.
- h. The CEO/President must communicate the decision on the appeal to the employee in writing within two business days of the hearing. The CEO/President's 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:

- a. If the employee is not satisfied with the appeal decision, the employee may appeal in writing within three business days to the Director of Human Resources.
- b. The second appeal must contain information from the initial grievance and any additional pertinent information from the first appeal.
- c. The Human Resource Department may assist an employee 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 employee.
- d. Within five business days of the third appeal, the Director of Human Resources will notify the CEO/President.
- e. The CEO/President will acknowledge the appeal to the employee. The CEO/President will also advise the employee that the Licking/Knox Goodwill Industries Board of Trustees Executive Committee members will be contacted to schedule a hearing convenient to all. The CEO/President will notify the employee in writing of the hearing date. Every reasonable effort will be made to expeditiously schedule the hearing date and accommodate the employee's work schedule.
- f. The employee may elect to have a Licking/Knox Goodwill Industries fellow employee or Human Resource representative accompany him/her to the hearing.
- g. The Executive Committee of the Board of Trustees will hear the second appeal.
- h. The Executive Committee will communicate its decision on the second appeal to the employee in writing within two business days of the hearing. The Executive Committee'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 Executive Committee 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 employee, 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. Under no circumstance will unprofessional conduct, negative behavior, sabotage, retaliatory acts, and/or a hostile work environment on the part of any employee involved in the grievance process be tolerated. Failure to comply will result in disciplinary actions up to and including termination of employment.