

MENNONITE VILLAGE POLICY & PROCEDURE

TITLE: <u>Human Resources Problem Review</u>	PROCEDURE NO: <u>HR 700.13</u>
REPLACES: <u>Board Policy 409</u>	PAGE(S): <u>1</u>
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PURPOSE:

Identify and correct causes of employee dissatisfaction which arise out of conditions of employment and to assure that all employees receive fair and equitable treatment.

POLICY:

The employee's immediate supervisor should be able to informally settle most of the problems that an employee brings to his/her attention.

When a problem is not resolved using informal methods, the following procedure is available to the employee.

PROCEDURE:

1. An employee having a problem about any condition of employment should first present his/her problem to his/her supervisor within seven (7) days of the event. It will be investigated by the supervisor who will, within seven (7) days, advise the employee of his/her determination.
2. If this does not resolve the problem, the employee may present the problem to the Department Head who will review the problem with the supervisor involved and within seven (7) days return a decision to the employee.
3. Employees may, within seven (7) days of the supervisor's response, present their problem in writing to the Administrator. He/she will review the problem with the supervisor involved and within seven (7) days return a decision to the employee.
4. Employees may, within seven (7) days of the Administrator's response, present their problem in writing to the Human Resources Director. He/she will review the problem with the Administrator involved and the VP of Operations if he/she is in your chain of command and within seven (7) days return a decision to the employee.
5. Any employee dissatisfied with the above reply may, within seven (7) days, request, in writing, to the Human Resources Director, a review by the President/CEO. This review is not a judicial procedure so attorneys are not permitted. The decision of the President/CEO shall be final and binding by all concerned.
6. A person whose employment has been terminated may request reconsideration of the action by following the procedure for problem review. A request for reconsideration must be made in writing to the supervisor within seven (7) days of termination to begin the process. All other requests must be made in writing within the time limits specified above.