

# MENNONITE VILLAGE POLICY & PROCEDURE

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TITLE: Grievance Procedure

PROCEDURE NO: HR 700.23

REPLACES: New

DATE: 06/2020

PREPARED BY: Kristen Gregory

DATE: 06/2020

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## PURPOSE:

For the purpose of this policy, a problem or grievance is defined as an employee's expressed dissatisfaction relating to: application of rules, discipline, policies and procedures, corrective action, termination, promotion or training opportunities, discrimination, harassment, and treatment by management, supervisor or other employees.

The grievance procedure does not apply to the following issues unless there is alleged discrimination of process violation:

- Rate of pay
- Employee benefits
- Position classification
- Actions caused by reductions in workforce; and
- Non-selection for promotion when the sole basis for the grievance is the employee's allegation that he/she is better qualified than the person selected.

At each step, information pertaining to a grievance procedure is to be held in strictest confidence, and only those with a "need to know" shall be privy to such information.

## POLICY:

The following are the procedures for airing a grievance:

1. The employee will present the complaint orally to the supervisor within 14 calendar days of the incident or once the issue becomes known. If the grievance involves the supervisor, the employee should present their complaint to the department Administrator or Director. The supervisor will investigate the grievance, attempt to resolve it, and give a decision to the employee within a reasonable amount of time. The supervisor will prepare a written and dated summary of the grievance and proposed resolution for file purposes.
2. If the proposed resolution is not satisfactory to the employee, the employee may appeal the decision to department Administrator/Director, or initiate the procedure with the Human Resources department. Such an appeal must be made in writing within 14 calendar days. The supervisor's version of the grievance and decision will then be submitted (if applicable). HR will confer with the employee, the supervisor, and any other members of management considered appropriate, investigate the issues, and communicate a decision to the parties involved within a reasonable amount of time.
3. Appeal of an unsatisfactory decision may be made to the Executive Director within 14 calendar days. The Executive Director will take the necessary steps to review and

investigate the grievance and will then issue a written, final, and binding decision within a reasonable amount of time.

The sole purpose of this grievance procedure is to give each employee and **Mennonite Village** a chance to clear up any problems, complaints, friction's, or grievances. In order for this policy to work, each employee must want it to work and be willing to do whatever it takes to make it work.