

**Domestic Violence Intervention Services, Inc.
POLICIES AND PROCEDURES**

TITLE: Employee Grievance Process	EFFECTIVE DATE: December 2005
GENERAL STATEMENT: DVIS realizes that occasionally individual problems or concerns may arise when an employee feels a policy has been incorrectly applied or they are being treated unfairly.	REVISED DATE: August 24, 2010 January 28, 2014
PURPOSE: The purpose of this policy is to provide a consistent procedure to address employee grievance.	

DVIS realizes that occasionally individual problems or concerns may arise when an employee feels a policy has been incorrectly applied or they are being treated unfairly. When an employee has a grievance, DVIS wants to resolve the issue as quickly and fairly as possible. The employee's supervisor is best equipped to handle most problems and concerns and will make a sincere effort to help resolve the problem or concern. If the employee and their immediate supervisor are unable to reach a solution, then the employee should use the following grievance procedure:

The following procedure has been established for DVIS employees to facilitate discussions with the supervisor/department manager:

1. Within five (5) business days from the occurrence of the problem, the employee may ask for a meeting to discuss the problem with their supervisor.
2. If, after such a meeting, the employee and their supervisor are not able to resolve the problem within five (5) business days, the employee may ask (within the following week) for a meeting with the Director of Human Resources.
3. In the event the Director of Human Resources does not resolve the problem to the employee's satisfaction within five (5) business days, the employee may ask (within the following five (5) business days) to discuss it with the Executive Director. The Executive Director will review the problem objectively with the employee. The Executive Director will consider the problem, investigate the matter and respond in writing.
4. If the employee is not satisfied with the decision of the Executive Director and wishes to pursue the matter further, they may prepare a written summary of the concerns and request that the Human Resources Committee review the matter. This request should be made through the Director of Human Resources, who will notify the Executive Director and the Human Resources Committee Chairperson. The Committee, after a full review of the facts (which may include a review of the written summary of the problem, in writing, and further investigation if necessary), will inform the employee of its decision, usually within fifteen (15) business days. The decision of the Committee will be final.

B. Procedure - Terminated Employees

An employee may seek a review of their termination through the following procedure. A request should be made in writing to the Executive Director within five (5) business days of receipt of notice of termination of employment and should include any objections or disagreements which the employee has regarding the termination. After a prompt review, the Executive Director will notify the individual in writing of the decision.

Additional Information

1. Information concerning a problem-solving issue with an employee is to be held in confidence. Supervisors, department managers and other members of management who investigate issues are to discuss it only with those individuals who have a need to know or who are needed to supply necessary background information and advice.
2. At any time during the grievance process, the supervisor, human resources or the Executive Director may re-direct the employee to a different process more appropriate for resolution of a particular issue within the agency. If an employee is re-directed that is the course that will be followed to resolve the issue/grievance as opposed to the grievance process.
3. Employees are not to be penalized for proper use of the procedure.
4. Problems raised in bad faith or solely for the purpose of delay or harassment will not be considered proper.
5. Implementation of an issue under this policy does not limit the right of DVIS to proceed with any disciplinary action which is not in retaliation for the use of the grievance procedure.
6. DVIS may, at its discretion, refuse to proceed with any complaint it determines is improper under this policy.

Retaliation against an individual for a grievance is a serious violation of this policy. Acts of retaliation shall be reported immediately to Human Resources and will be promptly investigated.