

THE PROGRESS CENTER INTERNAL COMPLAINT PROCEDURES

To foster sound employee-employer relations through communication and reconciliation of work-related problems, TPC provides employees with an established procedure for expressing employment related concerns.

In situations where employees feel a complaint is in order, the following steps should be taken:

1. If an employee believes that he/she has a legitimate work-related complaint, the employee is encouraged to first attempt to resolve the issue(s) through discussions with their immediate supervisor. When the issue is between two employees all efforts will be made to assist all parties to discuss and resolve their disputes.

2. If the situation is not resolved within five working days from the time the complaint is discussed with the employee's immediate supervisor, barring extenuating circumstances, it should be brought to the attention of the next level supervisor if the employee continues to be dissatisfied. The employee should report concerns, in writing, at this point. If adequate resolution is not found, which must be documented in writing and attached to employee and supervisor file a written complaint may be made to the HR Manager. TPC will attempt to resolve the complaint within a reasonable period of time while preserving the confidentiality and privacy of those involved to the extent feasible.

3. If resolution is not satisfactory to the employee by the HR Manager, the Executive Director, and ultimately the board of directors President, may be notified in writing. The request for review to the board should also include the request and response of the Director and Executive Director as well as any related documents.

GRIEVANCE FORM

Name: _____ Supervisor: _____

Date grievance occurred: _____ Date grievance is submitted: _____

Grievance: _____

Document attempts at resolution. Include dates and names.

Resolution: _____

Filer's signature

Date

Reviewer's signature

Date