



YMCA of the Blue Water Area Employee Grievance Procedure

This organization believes employees have valuable thoughts and insights to share regarding the workplace. Accordingly, the YMCA encourages employees to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel issues, and/or other workplace matters and the organization.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the employee's direct supervisor. However, to the extent the concerns relate to his/her direct supervisor, or to the extent an employee believes his/her direct supervisor did not fully address a matter, employees may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to HR.

To remedy concerns that appear to have been ignored or unresolved after initial reporting, utilize this formal grievance procedure. This procedure provides for a timely, thorough and objective investigation of the following concerns:

1. Inappropriate or Red Flag Behavior by Employees/Volunteers;
2. Inappropriate Behavior by Consumers;
3. Harassment or discrimination;
4. Retaliation; and/or
5. Whistleblower complaints.

Written Complaint Required for Formal Process

Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process. To ensure a timely and effective response, complaints should include the following information to the extent possible:

- 1) The name(s) of employee(s) involved;
- 2) The date(s) the behavior occurred;
- 3) The name(s) of any known witness(es);
- 4) A summary of the conduct meriting the grievance including:
 - a. The behavior complained of and/or the alleged policy or legal violation(s);
 - b. Direct quotes when relevant and available; and
 - c. Any relevant documentation.
- 5) The remedy sought by the employee making the complaint.

Timeline

Employees who themselves have a complaint against another employee who are aware of employee behavior meriting a complaint, must provide the above described written complaint via email to their Senior Director within 5 business days. The Senior Director will meet with the employee to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, the Senior Director will provide a written response to the employee who brought the complaint no later than 10 business days that includes brief written findings on the issues raised and relief sought.

If the employee is not satisfied with the written response, the employee who brought the complaint may submit an appeal to HR no later than 10 business days following receipt of the written communication. HR will meet with the employee to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, HR will provide a written response to the employee who brought the complaint no later than 10 business days that includes brief written findings on the issues raised and relief sought.

If the employee is not satisfied with the written response, the employee who brought the complaint may submit a final appeal to the CEO no later than 10 business days following receipt of the written communication from HR. The CEO will meet with the employee to hear their concern and attempt to resolve the complaint within 10 business days.

Following that meeting, the CEO will provide a written response to the employee who brought the complaint no later than 10 business days that includes brief written findings on the issues raised and relief sought.

If the original grievance is regarding the CEO, the grievance form should be submitted to HR for investigation. HR will work with the Executive Committee/Board to resolve.

Investigation

The organization will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All employees must cooperate with the investigation. If the organization determines a violation of policy or law has occurred, the organization will take appropriate disciplinary action, up to and including termination.

Retaliation

This organization strictly prohibits retaliation against employees for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Employees should report any suspected retaliation to their Senior Director or another senior level employee immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including termination of the employee(s) involved. This organization will not retaliate against any employee for raising a complaint and will not knowingly permit retaliation by management or other employees.



YMCA of the Blue Water Area
Employee Grievance Form

Individual Filing Grievance _____

Date of Occurrence _____ Time of Occurrence _____

Other Individuals Involved/Witnesses to Complaint _____

Type of Complaint (select all that apply):

- _____ Inappropriate or Red Flag Behavior by Employees/Volunteers;
_____ Inappropriate Behavior by Consumers;
_____ Harassment or discrimination;
_____ Retaliation; and/or;
_____ Whistleblower complaints.

Describe the situation: What happened, where it happened, when it happened, who was involved, who was present, who was notified? If suspected abuse, was it reported to the State?

Has this situation ever occurred previously? _____

Describe the remedy you seek. Please list all remedies sought as a result of bringing this grievance. What would you like to see happen to solve this issue?

Submitted by: _____ Telephone: _____

Signature: _____ Date: _____

EMAIL COMPLETED FORM TO EMPLOYEE'S SENIOR DIRECTOR.
IF GRIEVANCE IS IN REGARDS TO EMPLOYEE'S SENIOR DIRECTOR/CEO, EMAIL COMPLETED FORM TO HR.

Table with 3 columns: Received On, Reviewed By, Meeting Scheduled. Header: FOR OFFICE USE ONLY