

# Youth On Their Own

## Grievance Policy

It is important for everyone within the YOTO organization to work effectively with each other to achieve our mission. Our values of integrity, respect, compassion, and responsiveness support our effectiveness. These values guide us in our work together and also when issues or conflicts between individuals arise.

### A. Grievance with a Co-Worker

- i) If an employee has an issue with another employee, he/she should address it directly and proactively with that person. Talking or complaining to others not involved is unhelpful. If someone complains to you about another person, counsel your co-worker to communicate directly with the person they have the issue with to attempt to resolve the problem.
- ii) If the issue is not informally resolved between the employees, the aggrieved employee should address the issue with his/her manager, if the manager is not the subject of the employee's grievance. The grievance should then follow the chain of command, and each level of management to whom the grievance is addressed should document the employee's concern(s)/complaint(s) and the efforts taken by that manager to address it. Every attempt will be made to resolve the complaint within ten (10) business days if possible.
- iii) If the issue is not satisfactorily resolved through the management chain of command, the employee should bring the complaint to the Director of Human Resources. The Director of Human Resources will collect all earlier documentation of the grievance and make every effort to address the issue within ten (10) business days.
- iv) If the Director of Human Resources does not resolve the grievance to the employee's satisfaction, the employee may submit the grievance to the CEO. The CEO will review all information relating to the grievance and may, at his/her discretion, meet with the individuals involved before making a final written determination. Except in cases in which the CEO is the subject of an employee's grievance, the CEO's decision will be final.

### B. Grievance with the CEO

- i) If an employee has an issue with the CEO, and the employee's discussions with the CEO in accordance with Section (VIII, A, i) above have been unsuccessful, the employee may submit the grievance to the Director of Human Resources, or in the case of severe mismanagement or malfeasance, directly to the Board President.
- ii) If submitted to the Director of Human Resources, the Director of Human Resources will then discuss and, if appropriate, attempt to mediate the employee's concerns with the CEO.
- iii) If the Director of Human Resources is unable to satisfactorily resolve the employee's grievance, the employee's grievance will be submitted in writing to the Board President. A copy of the information submitted to the Board President will also be provided to the employee, his/her manager (if applicable), and the CEO.

- iv) In the case of severe mismanagement or malfeasance, the Board President will review all information regarding the grievance first with the Executive Committee and then with the Board for full consideration and action. In all other cases, the Board President will review all information relating to the grievance and may, at his/her discretion, consult with the Executive Committee and meet with the individuals involved before making a written determination.
- v) The Board President's decision will be final. If an action plan is implemented as part of the Board President's determination, the Board President will follow up to ensure that the plan has been followed, or he/she will delegate the follow-up to the Director of Human Resources. If the Board President delegates the follow-up, the Director of Human Resources shall report the results in writing to the Board President.

### **C. Communication Channels**

It is important that employee grievances be addressed within the YOTO organization through the process outlined in this policy. Board involvement in such issues is limited as set forth herein, except that in occasional circumstances the CEO may decide to discuss an unresolved grievance that does not relate to the CEO with the Board President to obtain his/her input and guidance. The Board President may then determine whether to obtain input and guidance from the Executive Committee on the issue. Employees should not bring employment issues to the Board President without following the above procedure.

### **D. Documentation**

The Director of Human Resources will maintain all written documentation of the grievance and any agreed upon action plan prepared throughout the grievance process. The Director of Human Resources will follow up on any action plan to ensure that the issue has been resolved.