



POLICY

COMPLAINT - GRIEVANCE POLICY

6012

Complaints:

It is the intent of Bullhook Community Health Center to be fair and reasonable with all employees at all times. However, problems may develop. Please discuss any problems or concerns with the proper people who are in a position to resolve or reply to the issue.

An employee having a question complaint or problem concerning anything at work should make every attempt to first discuss the concern with his/her immediate supervisor. Documentation will be made and signed by both the supervisor and employee. Concerns must be presented within a timely manner. It is difficult to deal with a problem that is weeks or months old.

After discussing the situation with the employee, the supervisor shall attempt to resolve the problem. Experience has shown that this communication is all that is needed to resolve most problems that occur. However, if the employee's concerns are not satisfactorily resolved at this level, the employee should address the problem with the next higher level of supervision. If the employee discusses the problem with the next level of supervision without satisfaction, the employee may utilize the Grievance Policy procedure.

Grievances:

It is the policy of Bullhook Community Health Center to provide a fair and equitable review of any employee's grievance without fear of reprisal, discrimination or job security.

Definitions:

Eligible Employee: All employees except employees still on introductory probation.

General Grievance Procedure:

A difference or dispute between an employee and the Bullhook Community Health Center with respect to the meaning, interpretation or application of BCHC work rules and Policies or any complaint regarding:

1. Alleged poor working conditions.
2. The unjust application of discipline.
3. Unfair application of the operating procedures of the employing department.

During employment, the goal is for all grievances or complaints to be resolved through open conversations, solutions, and follow through. In rare circumstances, employees may feel their concerns are not being addressed, and choose to file a grievance letter with their supervisor within ten (10) working days. The letter should include details of the above three considerations.

If the grievance involves the employee's supervisor, the employee may file the grievance with the CEO. If the grievance involves the CEO, the employee may file the grievance with the Chairperson of the

BCHC Board of Directors. The procedures outlined below shall be followed in all grievance related incidences.

Grievance Procedure Following Termination:

An employee who decides to initiate the grievance procedure shall send a written grievance by certified mail to the Chief Executive Officer within **ten (10) days of the date of discharge**. The written grievance must include the following:

1. Date of discharge
2. Reason for appeal
3. Include request for an in-person meeting if desired.

Current employees or following termination: should an in-person meeting be requested, such a meeting shall be scheduled preferably within seven (7) but not more than thirty (30) days following the date of the written grievance.

The employee must receive a written response to the employee’s grievance within the thirty (30) days following the in-person meeting, or within thirty (30) days following the date of the written grievance if no in-person meeting is requested.

The written response to the grievance policy shall be made by the Chief Executive Officer of the Bullhook Community Health Center unless he/she determines that the written response shall be made by a committee of the Board of Directors of the Bullhook Community Health Center.

MISCELLANEOUS:

Retention of documents – the grievance and all decisions or responses relating to it shall be a part of the employee’s personnel file.

Retaliation Prohibited – a staff member who retaliates in any way against an employee who has brought a complaint or grievance, is subject to disciplinary action.

Effects on Personnel Actions – the filing of a complaint or grievance will not stop or delay any personnel action, which is the subject matter of the complaint or grievance.


 _____ Date: 7-26-16

CHIEF EXECUTIVE OFFICER


 _____ Date: 7-26-16

CHAIR, BOARD OF DIRECTORS

Date first adopted	01/15/2008
Date Revised/QI Board approval	05/21/2014
New date adopted/Board of Directors approval	05/28/2014, 07/11/2016

SAMPLE OF GRIEVANCE DURING EMPLOYMENT

Name
Address
Date

Dear _____:

For the following reasons, I am formally submitting a grievance: (state reasons, include specifics, policy references, etc.).

I did/do not (choose one) wish to have an in-person meeting on this matter. I understand that if I do not have an in-person meeting on this matter, it may be difficult to resolve the issues which have prompted this grievance, and therefore render the grievance “irreconcilable” with no further action.

(signature)

SAMPLE OF WRITTEN GRIEVANCE FOLLOWING TERMINATION

Name
Address
Date

Dear _____:

I was discharged from employment on (insert date). I would like to appeal against this decision.

I wish the following to be taken into account (state reasons for grievance).

I did/do not (choose one) wish to have an in-person meeting on this matter.

(signature)