



Grievances Policy

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A grievance may be a complaint or dispute of an employee regarding any condition of employment, including the application, meaning, or interpretation of personnel policies or procedures as they affect the work of the employee, or conflicts between employees. In most cases the problem can, and should be, resolved at the lowest level.

It is expected that staff members be informed about policies and procedures affecting them. Likewise, staff should have opportunities to discuss complaints, and seek information on matters affecting their jobs. No staff member shall be subjected to adverse treatment for participating in any part of this problem resolution process.

Before initiating a grievance process, employees are strongly encouraged to seek resolution of disputes through direct communication with the individual(s) involved or with the immediate supervisor in an attempt to resolve the matter informally at that level. If the issue involves the immediate supervisor, the employee should first discuss the issue directly with the immediate supervisor.

If discussion with the individual(s) directly involved and/or the immediate supervisor fails to resolve the matter, or if the employee is not comfortable addressing the issue with the immediate supervisor, the employee may seek the assistance of the Bookkeeper/Human Resources Administrator, who may act as a mediator. This is intended to provide the employee with the opportunity to consider the advice and information gathered, and determine whether or not to continue. If this does not resolve the issue, the employee may file a written grievance, which begins with completing a grievance form.

Any staff wishing to use the formal grievance procedure must first fill out the staff grievance form. All staff must follow the grievance procedure.

Written Grievance

Should all other methods fail to end in satisfactory resolution to a matter, the grievance form should be submitted to the immediate supervisor and Bookkeeper/HR Administrator. The grievance shall specify:

- The matter at issue or dispute with a clear and concise statement of the nature of the grievance including when the incident or situation leading to the grievance occurred;
- the remedy or solution sought;
- the date of the filing;

- the name, title and signature of the grievant;
- The document shall contain all points to be included in the grievance including the dates and results of prior discussions.

Facts not contained in the written grievance document may be introduced later in the procedure only with consent of all interested parties.

The immediate supervisor shall respond, in writing, specifically to the points raised by the grievance, giving reasons for his/her decision. This procedure is intended to ensure the prompt resolution of disputes that have been addressed through informal channels, but not satisfactorily resolved.

Appeal Process

If the written response is not acceptable to the employee, he/she may submit a written grievance appeal to the Bookkeeper/Human Resources Administrator, and a follow-up meeting shall be held with the Bookkeeper/Human Resources Administrator and the employee. An employee shall have the right to present his/her arguments in order to support the grievance. All meetings held under this procedure will be conducted privately and will include only such parties directly involved or those with a legitimate need to know.

All meetings will be focused on factual information. Every attempt will be made to conclude the meetings as expeditiously as possible, with the Bookkeeper/Human Resources Administrator issuing a decision including appropriate recommendations.

If the grievance appeal is not resolved to the employee's satisfaction, he/she may appeal to the Library Director. This appeal shall be submitted in writing, including all relevant materials and information to date. The Director and the Human Resources Director shall hold a meeting with the employee upon the receipt of a second grievance appeal. The Director's decision will be rendered, in writing, to the employee following the meeting. The decision of the Director shall be final.