

Employee Complaint Procedures

Purpose

Girl Scouts Western Oklahoma recognizes there are times when employees need to express concerns or complaints in a formal manner. The following procedures will ensure that employees receive a fair and unbiased review of workplace concerns. We encourage all steps be completed.

Procedures

Step 1: Discussion with co-worker

If employees have a concern or complaint regarding a specific colleague, which is *not* illegal harassment, discrimination or retaliation, the employee is encouraged to speak face to face with their co-worker. Many concerns can be address with face to face communication and are often the result of miscommunication or misinterpretation. In addition, employees should *not* speak to other colleagues about their issues with another colleague. *This creates a culture of gossip and mistrust.*

Step 2: Informal discussion with supervisor

If the employee does not feel satisfied with the outcome of the discussion with their co-worker, or does not feel comfortable with step 1, the employee should meet with their immediate supervisor to discuss concerns. If the employee concern is regarding their direct supervisor, employees should speak directly with the Human Resources representative. Human Resources shall inform the CEO of all employee concerns. If concerns are related to the CEO, employees should speak to the Chair of the Board of Directors. At this level, concerns can be handled in many ways.

1. The concern could be resolved informally in several ways:
 - a. The employee and supervisor review the concern and discuss options to address the issue which may include:
 - i. The supervisor directly handling the grievance by visiting with the colleague in question and recommending changes or corrective action.
 - ii. The employee and colleague in question meet with mediation.
 - iii. The employee and colleague in question meet with their immediate supervisor.
 - iv. Other options can be offered/brainstormed.

Step 3: Written complaint to Human Resources

If the employee is not satisfied with the results of the informal discussion offered in Steps 1 and 2, the employee may submit a written complaint, using the official grievance form from the Human Resources department within five days after Steps 1 and/or 2 are completed. This form can be found in the *SharePoint Drive under HR forms*. The Human Resources representative will have seven working days to respond to the employee in writing. The actual resolution or change regarding the complaint may take more time, however, communication will be delivered within seven working days. If the employee complaint is regarding the human resources department, the employee should submit the written complaint directly to the CEO.

Step 4: Written complaint to the CEO or Board of Directors

If the employee is not satisfied with the response from Human Resources, the employee may submit a written complaint to the CEO or in the case that the complaint is regarding the CEO, the employee should contact the Board Chair. A copy of the complaint should also be sent to Human Resources and the COO. The written complaint should include the following information:

- An explanation of the grievance and details of all previous efforts to resolve the issue. (Documentation is encouraged at this step from the employee on specific situations including dates and witnesses).
- A copy of the written complaint submitted to the immediate supervisor or Human Resources
- A copy of the immediate supervisor's or Human Resources written response to the employee's complaint.
- Detailed information regarding the employee's dissatisfaction with the response.
- Detail the employee's expectation on how the issue should be resolved, including satisfactory and unsatisfactory responses or actions.

Senior management, Human Resources or the Board Chair will consult with the employee's immediate supervisor, and any other relevant parties to evaluate the grievance and provide a written response to the employee within seven working days. The outcome of the review by senior management will be final unless new evidence or other circumstances warrant additional review of the complaint.

Recordkeeping

Human resources will maintain records of the grievance process confidentially and securely. Please ensure Human Resources has received all documentation.