

# PEOPLE'S PLACE

## Grievance Policy

Approved By: Board of Directors

Review/Revision Date: 4/01/2020

### I. PURPOSE

The purpose of this policy is to ensure that all clients, volunteers, and staff are provided the opportunity to file a grievance and to have it acted upon in a timely manner according to procedures.

### II. POLICY STATEMENT

It is the policy of People's Place to provide all clients, volunteers, and staff with a process to resolve complaints against an individual employee of the agency, a program of the agency or the agency itself. All efforts will be made to resolve concerns informally at the lowest possible level.

### III. APPLICATION

This policy applies to all People's Place staff, volunteers and clients.

### IV. DEFINITIONS

Grievance – a written complaint against an individual, program or agency.

Grievant- one who files a grievance.

### V. STANDARDS

- A. A grievance is intended to be a last resort when attempted communications to resolve concerns/complaints is unsuccessful.
- B. Signs will be posted conspicuously at all agency sites to inform clients, volunteers, and staff about the grievance procedure. Forms and procedures shall be available at each agency site.
- C. Clients, volunteers, and staff will be provided the opportunity to file a grievance. Grievances cannot be filed for disciplinary actions.
- D. Clients, volunteers, and staff will not be retaliated against for filing a grievance.
- E. Clients, volunteers and staff will be given a copy of the grievance they file.
- F. Copies of all client grievances will be promptly delivered to the Program Director, Associate Director and Executive Director.
- G. Copies of all staff grievances will be promptly delivered to Program Director, Associate Director and Executive Director.
- H. Grievances concerning the Executive Director will be heard by the Executive Committee of the Board of Directors.

- I. Each step in the grievance procedure must be processed within ten (10) business days unless an extension is agreed to by all parties involved.
- J. The Grievant will be informed in writing of the final resolution of the grievance.
- K. A grievance committee, that is representative of at least three programs, shall be appointed. Nominations for the committee shall be made by the Program Directors to the Associate Directors. The committee will consist of at least one Program Director, one Associate Director and other staff nominated by the Program Directors. The Associate Director and the Executive Director shall make the final appointments.
- M. Upon request assistance will be provided with the grievance procedures.
- N. All copies of grievance with decisions and resolutions will be kept on file.
- O. The Executive Team will report on trends of grievances to the Board of Directors on a regular basis.

**VI. PROCEDURES**

**CLIENT PROCEDURES**

**Individual Responsible**

**Action**

Client

Informs Program Staff of concern or issue.

Program Staff

Attempts to resolve concern or issue. If resolved, documents concern and resolution in client file.

**IF CONCERN CANNOT BE RESOLVED INFORMALLY:**

Program Staff

Request that client complete a grievance form.

Grievant (Client)

Completes grievance form and submits it to Program Staff.

Program Staff

Submits grievance form to Program Director within 1 business day and provides a copy of the documentation where program staff attempted to resolve concern.

Program Director/Associate Director

Documents the date he/she receives the grievance on the grievance form. Reviews grievance form with Associate Director. Contacts grievant and attempts resolution within ten (10) business days of date grievance form was received. If then resolved, note resolution on the grievance form and forwards to the Executive Director. If not resolved, the grievant may decide to stop any further proceedings or may choose to continue with the grievance process. If the grievance chooses to continue the Associate Director will form a committee. Document decision on the grievance form. Forward form to Executive Director or designee.

IF GRIEVANT CHOOSES TO TAKE  
GRIEVANCE DIRECTLY TO COMMITTEE:

Committee	Committee is convened within ten (10) business days. The committee reads all documents, investigates information and makes a recommendation on a resolution to Executive Director.
Executive Director or designee	Accepts or rejects committee recommendation and notifies grievant of final decision.

IF GRIEVANT CHOOSES TO TAKE  
GRIEVANCE DIRECTLY TO  
EXECUTIVE DIRECTOR or designee:

Executive Director or designee	Reads all written materials, investigates information and makes a final decision. Notifies grievant of decision.
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**STAFF/VOLUNTEER PROCEDURES**

**Individual Responsible**

Staff/Volunteer

**Action**

Informs his or her supervisor of concern or issue.

Supervisor/Program Director

Attempts to resolve concern or issue. If resolved, documents concern and resolution in a memo to staff and retains a copy of the memo.

IF CONCERN CANNOT BE RESOLVED  
INFORMALLY:

Supervisor/Program Director

Requests that staff/volunteer complete a grievance form.

Grievant (Staff/Volunteer)

Completes grievance form and submits it to Supervisor.

Supervisor/Program Director

Submits grievance form to Program Director/Associate Director within 1 business day and provides a copy of the documentation where attempt to resolve concern was made.

Program Director/Associate Director

Documents the date he/she receives the grievance on the grievance form. Reviews grievance form. Contacts grievant and attempts resolution within ten (10) business days of date grievance form was received. If then resolved, note resolution on the grievance form and forward to the Executive Director. If not resolved, the grievant may decide to stop any further proceedings or may choose to continue with the grievance process. If the grievance chooses to continue the Associate Director will form a committee. Documents decision on the grievance form. Forwards form to Executive Director or designee.

**IF GRIEVANT CHOOSES TO TAKE  
GRIEVANCE DIRECTLY TO  
COMMITTEE:**

Committee

Committee is convened within ten (10) business days. The committee reads all documents, investigates information and makes a recommendation on a resolution to Executive Director or designee.

Executive Director or designee

Accepts or rejects committee recommendation and notifies grievant of final decision.

**IF GRIEVANT CHOOSES TO TAKE  
GRIEVANCE DIRECTLY TO  
EXECUTIVE DIRECTOR or designee:**

Executive Director or designee

Reads all written materials, investigates information and makes a final decision. Notifies grievant of decision.

**VII. EXHIBITS**

A. Grievance Form