

Never Surrender Grievance Procedure

Most problems can be resolved through the normal chain of command, and to use these channels as part of the Open Management Policy in place at Never Surrender before using the formal procedures described below. It is the policy of this agency to make all efforts to resolve any conflicts with a satisfactory outcome to both the worker and the agency. It is also the policy of this agency to attempt to provide a comfortable environment to discuss any situations that may arise. However, in the event a worker wishes to initiate a formal review process concerning an adverse decision or action concerning them within the agency, the following steps must be taken:

1. A conference between the Executive Director and the Board of Directors should be scheduled within five days from the date the contract worker was notified of the action taken against him/her or the date the concerning issue occurred.
2. If the issue is not resolved, the Executive Director may submit to the Board of Directors a written request for a hearing using the agency Grievance Form with each section of the form completed.
3. A hearing will be conducted by the Executive Committee. The Executive Director, and any applicable persons, any witnesses or others involved in the situation will be called to the hearing. The hearing will be scheduled within ten days of receipt of the completed grievance form.
4. The Executive Committee's decision will be given to the Executive Director in writing within ten days after the hearing. The findings and recommendations of the Executive Committee will be considered final.
5. The grievance will be documented as thoroughly as possible at each step of the process in order to provide a clear record of events and actions taken to bring about a satisfactory resolution.

The official chain of command to be used in the grievance procedure:

- a. Executive Director
- b. Executive Committee
- c. The full Board of Directors will be informed once the matter is resolved, at the discretion of the Executive Committee.

Never Surrender Grievance Report

When a worker fails to reach an informal agreement with his or her supervisor regarding a grievance, he or she has the right to meet with the Executive Director. If, after meeting with the Executive Director, no resolution is reached, the worker has a right to file a formal, written report with the Executive Director to request a hearing with the Executive Committee.

All formally presented complaints should be outlined in this Grievance Report form. Complete all sections:

Date _____

Name: _____

Position/Title: _____

Supervisor: _____

Description of the adverse action causing the grievance:

I first reported this problem on:

Steps I have taken to solve the problem:

I hereby request a formal hearing of this grievance.