Excerpt From CYEDC Prevention of Abuse Guidelines
(signed by all staff and high access volunteers)

Grievance Policy

This organization believes employees and volunteers have valuable thoughts and insights to share regarding the workplace and our operations. Accordingly, this organization encourages employees and volunteers to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel issues, and/or other workplace matters including alleged discrimination, harassment, sexual harassment, and retaliation to the organization.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the employee's or volunteer's direct supervisor. However, to the extent the concerns relate to his/her direct supervisor, or to the extent an employee believes his/her direct supervisor did not fully address a matter, employees and volunteers may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to the Branch Director.

Written Complaint Requirements

Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process. To ensure a timely and effective response, complaints should include the following information to the extent possible:

1) The name(s) of employee(s) involved;
2) The date(s) the behavior occurred;
3) The name(s) of any known witness(es);
4) A summary of the conduct meriting the grievance including:
a. The behavior complained of and/or the alleged policy or legal violation(s);
b. Direct quotes when relevant and available; and
c. Any relevant documentation.
5) The remedy sought by the employee/volunteer making the complaint.

Timeline

- Employees/Volunteers who themselves have a complaint against another employee who are aware of employee behavior meriting a complaint, must provide the above described written complaint via email to their direct supervisor or Branch Director.
- The direct supervisor or Branch Director will meet with the employee/volunteer to hear their concern and attempt to resolve the complaint within 10-15 business days.
- Following that meeting, the direct supervisor or Branch Director will provide a written response to the employee/volunteer who brought the complaint no later than 10-15 business days, that includes brief written findings on the issues raised and relief sought.
- If the employee/volunteer is not satisfied with the written response, the employee/volunteer who brought the complaint may submit an appeal to the Chief People Officer no later than 10-15 business days.

- The Chief People Officer will meet with the employee/volunteer to hear their concern and attempt to resolve the complaint within 10-15 business days.
- Following that meeting, the Chief People Officer will provide a written response to the employee/volunteer who brought the complaint no later than 10-15 business days, that includes brief written findings on the issues raised and relief sought.
- The CEO is the final arbiter of grievance matters at this organization.

Retaliation

This organization strictly prohibits retaliation against employees/volunteers for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court.
Employees/volunteers should report any suspected retaliation to their direct supervisor or another supervisory level employee immediately after becoming aware of it. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the employee(s) responsible. This organization will not retaliate against any employee for raising a complaint and will not knowingly permit retaliation by management or other employees.