

Big Bend Community Based Care Policy & Procedure

Series: 1100: Human Resources

Policy Name: Employee Conflict Resolution

Policy Number: 1114

Origination Date: 02/17/2009 **Revised:** Board Meeting of 12/13/2018

Regulation: CFOP 60-10
CFOP 60-55

Referenced Documents:

1100-1114 x 1, Complaint Resolution Form
1100-1114 x 2, Complaint Resolution Appeal Form

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to provide a method for employees to register concerns or questions regarding working conditions, the interpretation of policies, procedures, civil rights, Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA), grievances and complaints, disciplinary action or any other matters related to their employment.

Procedure

- A.** An employee may seek resolution of job-related concerns, questions or problems through the steps outlined below. The time limits listed below are obligatory, but can be extended by mutual agreement of both parties.
- 1. Initial Procedure.**
- a.** BBCBC believes that when a condition exists that an employee believes is unsatisfactory, it is important that the employee bring it to the attention of the appropriate person in the proper manner. Normally, that person is the immediate supervisor.
 - b.** If an employee has discussed a complaint with the supervisor and the employee does not feel that he/she has received a satisfactory answer, the employee must submit a written statement to the supervisor.
 - i.** Written statements should contain:
 - a)** The employee's name;
 - b)** The name of the immediate supervisor;
 - c)** The working condition, policy, procedure, etc., in dispute;
 - d)** The specific nature of the complaint;
 - e)** The corrective or remedial action the employee is seeking.
 - ii.** A copy of the written statement must be provided to the CEO or their designee

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- a) The supervisor is expected to respond within twenty (20) working days.
 - b) The CEO or their designee will review the employee's supervisor's response prior to its delivery and attempt to mediate a resolution when appropriate.
 - iii. If the problem is between the employee and his/her supervisor and the employee is unable to discuss it with the supervisor, than the employee can skip to *subsection A.2., Second Level Procedure, below.*
- 2. Second Level Procedure.**
- a. If the problem is between the employee and the supervisor and cannot be discussed with the supervisor or if no resolution is made after submitting a written statement to the supervisor, the employee may submit the complaint in writing to the CEO or their designee.
 - i. The written statement must contain:
 - a) The employee's name;
 - b) The name of the immediate supervisor;
 - c) The date that the initial complaint was submitted to the immediate supervisor;
 - d) The working condition, policy, procedure, etc., in dispute;
 - e) The specific nature of the complaint;
 - f) The corrective or remedial action being sought.
 - ii. A copy of the initial complaint statement should also be attached.
 - iii. The CEO or their designee will investigate the complaint and render a decision within twenty (20) working days.
 - b. If the employee reports directly to CEO, the employee should bring any job-related problem, concern or question to the attention of another member of senior management.
 - c. If a complaint involves the CEO or if no resolution is made after submitting a written statement to the CEO, the employee may submit the problem in writing to the President of the Board of Directors.
 - i. The President of the Board of Directors will investigate the complaint and render a decision within ten (10) working days.
- B.** Each employee is encouraged to utilize this procedure to have questions answered and to have problems addressed. Employees with unresolved problems cannot do their best for themselves or BBCBC. BBCBC job descriptions, salary ranges, compensation policy statement and performance evaluation forms are available for each employee to view upon request to the CEO or their designee.