

Grievance Process

*The Vice President of HR (Katie King) will be available for open-door discussions daily from **1:30 PM to 2:30 PM (subject to change)** for anyone who needs to speak with her. Please feel free to visit during these hours or reach out to schedule an appointment if you need a more private meeting.*

1. Notifying Appropriate Parties of Grievances or Complaints

- **Staff-to-Staff Grievance:** If a grievance involves another employee, attempt to address the issue directly with the individual involved. If this does not resolve the matter, notify your supervisor or SBA (Senior Behavior Analyst) for further assistance. If necessary, the supervisor or SBA will reach out to Human Resources (HR).
- **Client-Related Issue:** If the concern involves a client, it is considered a client incident, and an **Incident Report** should be completed immediately.
- **Serious Violations (e.g., harassment, discrimination):** For concerns about harassment, discrimination, or any serious violations, immediately notify Human Resources (HR). These types of concerns are taken seriously and require prompt attention.

2. Investigation Process

- Once HR has been notified of a situation, HR will oversee the investigation to understand the issue fully. The process includes:
 1. **Initial Acknowledgment:** If you come to HR during the open-door times (1:30 PM to 2:30 PM), HR will acknowledge your concern immediately. If you cannot come during open-door hours, please feel free to reach out via email, and HR will respond within **1-2 business days**.
 2. **Investigation:** HR will begin the investigation within **3-5 business days**. This includes interviews, gathering relevant documentation, and reviewing any other applicable evidence.
 3. **Resolution and Action:** Based on the findings of the investigation, HR will take appropriate corrective action, such as additional training, a written warning, or other necessary actions depending on the severity of the situation.
- The investigation is expected to be completed within **7-10 business days** for typical situations. In more complex cases, it may take longer, and HR will provide updates on the progress.

3. Confidentiality

- All situations will be handled with confidentiality to the greatest extent possible. Individuals involved in the investigation will be reminded of the importance of discretion and privacy.
- While the resolution may require follow-up communication, details about the investigation will only be shared with those necessary to the process.

Types of Grievances and Definitions:

Staff on Staff Grievance	Workplace Bullying	Policy Violations	Harassment	Retaliation	Discrimination
<p>This type of grievance occurs when an employee has an issue or concern with another employee. It may involve disagreements, miscommunication, unprofessional behavior, or any interpersonal conflict that affects the work environment or team dynamics. Staff-to-staff grievances should first be addressed directly with the other person. If the issue cannot be resolved, it should be reported to a supervisor or SBA for further assistance.</p>	<p>Workplace bullying refers to persistent, intentional mistreatment that causes harm to an individual's emotional or physical well-being. It includes actions like verbal abuse, exclusion, or sabotage of work. Employees experiencing or witnessing workplace bullying should report first to their supervisor or SBA and if not resolved, bring it to HR to ensure prompt action is taken to address the situation.</p>	<p>A policy violation grievance occurs when an employee believes that a company policy or procedure has been broken. This could include violations related to attendance, confidentiality, ethical behavior, or any other established guidelines or expectations. Employees should report policy violations to their supervisor or SBA for resolution.</p>	<p>Harassment involves unwanted, inappropriate behavior directed at an employee based on their race, gender, sexual orientation, religion, disability, or any other protected characteristic. It can include verbal, physical, or visual conduct that creates a hostile or intimidating work environment. Harassment is a serious violation, and if an employee experiences or witnesses harassment, it should be reported to HR immediately.</p>	<p>Retaliation happens when an employee faces negative consequences for reporting a grievance, filing a complaint, or participating in an investigation. This may include being demoted, reassigned, or otherwise treated unfairly because of their involvement in a protected activity. If retaliation is suspected, it should be reported immediately to HR.</p>	<p>Discrimination occurs when an employee is treated unfairly or unequally due to their race, gender, age, sexual orientation, disability, or any other characteristic protected by law. This can include hiring, firing, promotions, job assignments, or any other workplace decisions based on these factors. Any employee who believes they have been discriminated against should notify HR as soon as possible.</p>