

Community Action of Orleans & Genesee Employee Complaint Form

Employee Name:	Program/Department:
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I would like to utilize the agency's complaint resolution procedure for the reason explained below:

The problem I am bringing to your attention is: (be specific, dates, events, etc)

The action I am asking the agency to take is:

Employee Signature:	Date:
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Policy Reference: Employee Handbook – Section 1401

If desired and requested, the following staff are available to assist with the Complaint Resolution process and/or to answer any questions you may have.

Diane Bechteler – Agency EEO Officer (for complaints discriminatory in nature)	589-5605
Diane Bechteler – Payroll and Benefits Administrator	589-5605
Carol Berray - Head Start Human Resources/Administrative Services Manager	589-5683

Employee Complaint Resolution Review

STEP 1 - Supervisor

Date Complaint Received _____
(Within 5 Working Days)

Date of Response _____
(Within 10 working days)

Decision

Signature and Title of Supervisor

____ I am not satisfied with the decision or _____ I have not received a response and am proceeding to Step 2.

Signature of Employee and Date (use the same form when proceeding to the next step)

STEP 2 - Director

Date Complaint Received _____
(Within 5 Working Days)

Date of Response _____
(Within 10 working days)

Decision

Signature and Title of Director

____ I am not satisfied with the decision or _____ I have not received a response and am proceeding to Step 3

Signature of Employee and Date (use the same form when proceeding to the next step)

STEP 3 - Executive Director

Date Complaint Received _____
(Within 5 Working Days)

Date of Response _____
(Within 15 working days)

Decision

Signature of Executive Director

Cc: Board of Directors Personnel Committee (Step 3 only).

Complaint Resolution Procedure

Complaint Procedure - The following complaint procedure has been established to address employee questions and concerns. The employee may enlist the counsel of the Agency's Equal Employment Officer if the complaint is discriminatory in nature at any step in the procedure.

Step One - An employee who has a work-related question or concern is encouraged to bring it to the attention of the employee's immediate supervisor as soon as possible. For concerns that have not been resolved through informal procedures, an employee is encouraged to utilize this formal complaint resolution procedure. The employee should take their concern to their immediate supervisor, within 5 working days of the occurrence, using the Complaint Form. The supervisor will review the employee's concerns, conduct an investigation, if appropriate, and provide a written response within 10 working days. If the concern involves the employee's supervisor, the employee should proceed directly to Step Two.

Step Two - If the employee is not satisfied with the supervisor's response at Step One or if the employee's question or concern involves the supervisor, the employee may submit his or her question or concern/complaint using the Complaint Form to their Director within 5 working days. The Director will review the supervisor's decision (if any) from Step One, conduct an investigation, if appropriate, and provide a written response to the employee within 10 working days.

Step Three - If the issue is not mutually resolved at Step Two, the employee may make a final appeal by petitioning the Executive Director, within 5 working days, using the Complaint Form. The Executive Director may meet with all interested parties as appropriate, and review all documentation from steps one and two. The Executive Director will set a date for a meeting, which the complainant's legal representative may attend. The decision of the Executive Director is final and binding and will be issued, in writing, to the employee within 15 working days. The Executive Director will notify the Personnel Committee of the Board of Directors of any employee complaints, and the decision issued, which are not resolved before this step.

In addition to legal representation, the employee is entitled to have any person(s) considered necessary to support their complaint, attend the meeting. However, the Executive Director shall determine the relevancy of the testimony offered and may, if found irrelevant, excuse the witness (es).

Complaint Form – The complaint form had been designed to follow and document the entire complaint resolution procedure. Blank forms are available from the EEO Officer, Supervisors, Directors, or the Executive Director.