

GRIEVANCE PROCEDURE HR.G15

Regulation(s): None
L-Tag(s): None

POLICY: Lifesong Hospice and Palliative Care is committed to providing a positive work environment that ensures fair treatment for all its employees and in which issues can be resolved in a timely and objective manner.

PROCEDURE:

1. When an employee has concerns about work-related conditions or management decisions, s/he should pursue the following process:
 - **Step I Supervisor Step:** A written report of the nature and scope of the grievance should be submitted to the employee’s supervisor within five working days of the event or occurrence. The supervisor will then arrange an appointment, no later than three working days from receipt of the grievance, to discuss the nature and scope of the employee's concern. The supervisor must investigate the concern(s) and provide an answer within three working days unless a different time frame is agreed upon.
 - **Step II Administrative Step:** If the employee’s grievance is not satisfactorily resolved with his/her supervisor, or if the grievance involves the employee’s supervisor, the employee may present the grievance, within five working days to the hospice’s Administrator. The Administrator will schedule an appointment to meet with the employee, no later than three working days from receipt of the employee's grievance. The Administrator will respond to the nature and scope of the employee's grievance within five working days after meeting with the employee. The decision of the Administrator is final and binding.
2. The hospice prohibits retaliation, interference, harassment, intimidation or coercion of any individual who, in good faith, raises a complaint, or reports a problem or concern.

Created:	Reviewed:	Revised:	Effective:
6/18	2/19		4/2019
Reviewed:	Reviewed:	Reviewed:	Reviewed: