

SH 500 Rights of Employees

SH 511 Complaint Resolution

Adopted: 9/07; Revised: 12/15

Policy

The Complaint Resolution policy provides the mechanism for employee or volunteer complaints regarding conditions of work, interpretation of policies and procedures, or any other complaint that is not specifically covered by the grievance or civil rights policies and assures employees or volunteers who present a complaint in good faith will be free from restraint, reprisal or retaliation.

Regulations

1. Any employee or volunteer may present a complaint.
2. A complaint regarding an immediate supervisor may be presented to the next level supervisor.
3. Employees and volunteers must complete the procedures outlined in SH 511.1 – Complaint Resolution Procedures.
4. No action will be taken against an employee for filing a complaint in good faith, even if any facts alleged in the complaint are not confirmed by subsequent investigation.