

SH 500 Rights of Employees

SH 510.1 Complaint Resolution Procedures

Revised: 3/97, 2/03

Complaint Resolution Procedures

This resolution procedure covers employment-based discrimination and sexual, racial or ethnic harassment complaints in lieu of the Grievance Procedure contained elsewhere in the Policies and Procedures of the library system.

1. Any employee or volunteer who feels that he or she has been discriminated against based on race, color, religion, gender, age, national origin, veteran status, or any physical or mental disability or subjected to sexual, racial or ethnic harassment should discuss the matter with either their immediate supervisor or any administrative team manager. If discussed with an immediate supervisor, the supervisor must notify an administrative team manager of the matter.
2. In cases where an administrative team manager is alleged to be the discriminating or harassing party or where the administrative team manager is unable to resolve the matter, the employee or volunteer should discuss the matter with the Executive Director.
3. In cases where the Executive Director is alleged to be the discriminating or harassing party, the employee or volunteer should take the matter to the chairperson of the Administrative and Personnel Committee of the library commission.
4. The Metropolitan Library System via this policy endeavors to resolve any complaint in these types of matters. Therefore, an employee or volunteer alleging illegal discrimination or harassment is expected to exhaust these administrative complaint resolution procedures before presenting the matter to the Oklahoma Human Rights Commission, the U.S. Equal Employment Opportunity Commission or the courts.