



## GRIEVANCE PROCEDURES

### POLICY:

This policy applies to work or client service-related problems, generally, but excludes complaints of discrimination; which is addressed in a separate policy and procedure hereafter. Employees are encouraged to bring to the attention of management their grievances about work-related issues. Employees, clients, and client stake-holders will be provided an opportunity to present their complaints and appeal management decisions through a formal grievance procedure. All grievances will be resolved within a reasonable time. The addition of client and client-stakeholders to our grievance process were added, effective May 2005.

### PRACTICE:

1. A grievance is defined as a client, client stake-holder (parent / conservator, ISC, etc.), or employee's dissatisfaction with management decisions as they relate to policies, procedures, disciplinary actions or services received. An employee may file a grievance concerning conditions of employment or treatment by management or other employees. A client or client stakeholder may reach the level of filing a grievance due to operational reasons related to the quality of support the client is receiving or the specific performance of a Progress employee supporting said client. Examples of actions that may be causes of grievances include:
  - Application of Progress, Inc. policies, practices, rules, regulations, and procedures believed to be to the detriment of an employee, client, or stakeholder;
  - Treatment considered unfair by an employee, such as coercion, reprisal, harassment, or intimidation;
  - Improper or unfair administration of employee benefits or conditions of employment such as benefits, promotions, retirement, performance reviews, or salary.
  - Direct Support personnel or management not meeting needs or expectations of client or client stakeholders.
2. Employees, Clients, and Client Stake-Holders are encouraged to use this Grievance Procedure and are not to be penalized for doing so. It is expected that the normal chain-of-command be pursuant prior to filing a grievance. Supervisors are responsible for processing the grievance until the aggrieved is satisfied with the level of review or until the right of appeal is exhausted.

3. The following steps outline the Grievance Procedures:
  - The employee, client, or client stake-holder brings a work-related or client–service problem to the attention of the employee’s supervisor or the supervisor managing the client’s staff. The supervisor is responsible for investigating the grievance, attempting to resolve the grievance, and communicating a decision to the interested party within a reasonable time. If the grievance is with the immediate supervisor, the employee is encouraged to talk to the supervisor, but if the issue is unresolved, the interested party should file an official grievance with the next level of supervision.
  - If the aggrieved employee, client, or client stake-holder is not satisfied with the decision from successive levels of supervisory review, he/she is permitted to appeal to the Executive Director. The supervisor or supervisory reviewer documents the grievance and the decision for review by the next level of management.
  - If the appeal to the Executive Director, fails to satisfy the aggrieved, he or she is permitted to appeal to the Board of Directors who will discuss the matter with the employee, or client, or client stake-holder, and supervisor involved and make a decision concerning the grievance within a reasonable time. The Board of Directors’ decision and explanation of the decision, or that of its appointed committee, will be documented and is final and binding. In its discretion, the Board may delegate review of the grievance to its executive committee or other standing committee, whose members shall investigate and make a determination when corrective action is necessary.
4. No employee grievance may proceed to the Board of Directors without review by the Executive Director except:
  - When the original grievance is against the Executive Director or
  - Where the Executive Director is unavailable to complete the review within a reasonable time.
5. As used in this policy, the term “reasonable time” for reaching a decision means a reasonable time with respect to the urgency and seriousness of the matter complained of, and consideration of any hardship to the employee, client, or client stake-holders which cannot reasonably be avoided pending resolution of the grievance. It is expected that a grievance review will be completed at the administration level within 10 working days. It is expected that the employee grievance review will be completed at the Board of Directors level within 45 days of notice to the President or his/her designee.
6. Information concerning a client related or employee grievance will be received in confidence.
7. Management decisions on grievances will not be precedent-setting nor binding on future grievances unless they are officially stated as Progress, Inc. policy. Whenever possible, the decision will be retroactive to the date of the official complaint.