



Series: 1200 Human Resources

Policy Name: Positive Approach to Sharing Concerns/Suggestions

Policy Number: 1231

Origination Date: 11/01/2013

Revision Date: July 1, 2018

Regulation: N/A

Policy: Communities Connected for Kids is committed to exploring ideas and suggestions that may help improve the services we provide and the work environment for employees. We encourage employees to present ideas, or to address work-related concerns or suggestions with Communities Connected for Kids supervisory and management personnel.

Procedure:

Communities Connected for Kids encourages all employees to share openly both your ideas and concerns. We are committed to exploring ideas and suggestions that may help improve the services we provide and our work environment. Communities Connected for Kids also knows that there are times when you may experience a problem or concern in the workplace and wish to resolve it in a positive manner. We want you to be heard.

Therefore, we encourage you to take the following steps to present your ideas or to address any work-related concern or suggestions you may have.

1. Have a discussion with your Supervisor. If you cannot talk to your supervisor about the matter, talk to your Human Resources representative. All complaints or concerns should be brought to the attention of the appropriate supervisor or manager as close to the time of the related event as possible. The greater the length of time between the event and the filing of the complaint or concern, the greater concern there will be regarding our ability to investigate. Additionally, a delay in bringing forward your concern may in fact raise a question as to the validity of the complaint.

2. If you feel that after your discussions under Step 1, your idea, problem, or concern was not thoroughly considered or resolved, you can talk to your Supervisor's supervisor in conjunction with a Human Resources representative (or Management team member or designee, if Human Resources is not appropriate).

At this stage, Human Resources, the Management team member, or the designee will document the resolution or the next steps to be followed.

3. If you are not satisfied with the response in Step 2, you may appeal to the Chief Executive Officer by stating in writing the reasons why you believe further review is warranted. This written appeal should be submitted directly to the Chief Executive Officer with a copy to Human Resources.



Resolution does not necessarily mean agreement or that an idea will be implemented; however, you will be heard and receive an explanation for the final decision. We wish to resolve any complaint or concern quickly. A complaint or concern should be filed within 10 business days of the event or unsatisfactory resolution at any stage of the process. All supervisory responses at any stage will be within 10 business days unless there are unforeseen circumstances and in such cases, the employee will be informed of the delay and the need for an extension.

This process may be used for concerns with performance assessments. It may also be used to raise concerns regarding a termination as long as Step 1 is commenced within forty-eight (48) hours of the termination

Approved: Carol DeLoach

Carol DeLoach, CEO

July 1, 2018