Kings Community Action Organization
Administrative Policy

AP 3100

ADMIN POLICY: Human Resources (HR)

FORMAL COMPLAINT PROCESS

POLICY

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such conflicts are resolved before serious problems develop. It is the policy of KCAO to provide a Complaint Resolution Procedure for all employees to voice any concerns, problems, and/or complaints they may have regarding their employment with KCAO. Any complaint brought to the attention of management through this process will be investigated thoroughly and resolved to the best of management’s abilities.

PROCEDURES

Step 1

Employees – Employees should begin by discussing their issue, complaint, or concern with their immediate supervisor. Often, initiating dialogue can by itself be helpful in resolving an issue. If the issue or conflict involves the Employee’s immediate supervisor, or the Employee feels it would otherwise be inappropriate to engage their immediate supervisor, the Employee may begin the process with Step 2.

Immediate Supervisor - Within five (5) workdays, notify the Employee in writing of your decision, or notify the Employee of any additional time needed to investigate further.

Step 2

Employees - If the Employee is unsatisfied with the immediate supervisor’s response, he or she should, in writing, summarize the complaint, the supervisor’s response, why they disagree with that response, and submit the report within five (5) workdays to the next higher level of management in the area, normally the Employee’s Project Manager. If there is no Program Manager, the Employee should submit the report to their Program Director.
Program Manager - Involve appropriate management in working to resolve the complaint, including but not limited to, discussing the issue with the HR Director within five (5) workdays, inform the Employee in writing of your decision or of any additional time needed to investigate.

*Step 3*

Employee - If unsatisfied with the Program Manager's response, submit remarks in writing within five (5) workdays to the Program Director for review and response.

Program Director - Within seven (7) workdays, inform the Employee in writing of your decision or of any additional time needed to investigate. Submit a copy of the complaint, along with your response to the Human Resources Director.

*Step 4*

Employee - If unsatisfied with the reply from the Program Director, request that the issue be forwarded to the HR Director, Deputy Director, or the Executive Director. The decision reached by the HR Director, Deputy Director, or Executive Director is final. If the complaint involves either the Deputy Director or the HR Director, the Employee should submit the complaint to the Executive Director. The decision reached by the Executive Director is final. If the complaint involves the Executive Director, the Employee should bring the complaint before the Chair of the Board of Directors of KCAO.

HR Director, Deputy Director or Executive Director - Review the matter and if necessary, call a meeting to discuss the issue. Render a decision to the Employee, in writing, within ten (10) workdays, or notify the Employee of any additional time needed to investigate.

Chair of the Board - If the Complaint involves the Executive Director, it should be addressed to the Chair of the Board of Directors who will refer it to the Personnel Committee of the Board. The Personnel Committee will have fifteen (15) working days to respond to the Employee in writing, informing the Employee of their decision, or of any additional time needed to investigate. The Committee’s response to the Employee is final.

All parties will be fully informed of the final action taken.

**ADDITIONAL INFORMATION**

(1) Complaint forms are available in each department, or from Human Resources. Reports must be fully completed, signed and dated by the employee to be officially considered.
(2) Should the complaint form be used to express disagreement with a company policy or practice, the Employee is expected to comply with the disputed policy or practice until the disagreement is resolved or the policy or practice is changed.

(3) If an employee feels uncomfortable presenting a matter at a particular step because the person responsible for receiving complaints at that step is directly involved in the matter, the employee may bypass that step.

(4) No employee shall be penalized or retaliated against in any way for properly using the Complaint Resolution Process. Nothing in this Policy, however, shall be construed as preventing, limiting, or otherwise delaying KCAO from taking disciplinary action against any individual, up to and including termination, in accordance with its progressive discipline policy currently in place, in circumstances where KCAO deems such disciplinary action appropriate.

(5) An Employee has the option of requesting another employee be present at all meetings.

(6) Any questions about this process can be directed to the immediate supervisor or the HR Director.

(7) The Complaint Resolution Process must not be used for unfounded complaints, or as a means to harass a co-worker or supervisor.

References: Prospera HR Website and legal counsel

Adopted by Board: March 23, 2011