

The current policy is found in the CRRL Policy Manual p.84; recommended updates to clarify informal process and include direct reference to the grievance procedures and relevant Code. Proposed text based on a review of manuals from local agencies.

Final proposed policy:

EMPLOYEE COMPLAINTS

CRRL recognizes that sometimes differences in opinion or personal beliefs can result in workplace conflicts. When possible, employees are encouraged to resolve complaints informally through discussions with their supervisors. Human Resources can also assist if you and another employee (co-worker, supervisor, or subordinate) are having difficulty communicating or working together.

However, in accordance with Virginia Code §15.3-1507, CRRL has a formal grievance process as part of the Employee Handbook that may be implemented if a concern is unable to be resolved informally. The grievance procedure is a process through which an employee can bring a workplace concern or management action to upper levels of management. This process is formal and requires that rules be followed strictly. Human Resources will work with the employee and management to ensure that grievances are handled in a timely manner by all parties.

Proposed with edits:

EMPLOYEE COMPLAINTS

~~CRRL's policy is to conduct its relations with all employees in a fair and impartial manner. However,~~ CRRL recognizes that sometimes differences in opinion or personal beliefs can result in workplace conflicts. When

possible, employees are encouraged to resolve complaints informally through discussions with their supervisors. Human Resources can also assist if two employees (co-worker, supervisor, or subordinate) are having difficulty communicating or working together, ~~employee dissatisfaction and misunderstandings may arise in working situations.~~

~~The effective and harmonious work of any organization requires that employee complaints receive prompt recognition. It is the desire of CRRL that all complaints be resolved as quickly as possible.~~

~~If an employee has a complaint, the employee should discuss the nature of the complaint with the employee's supervisor. The Director shall make the final decision.~~ However, in accordance with Virginia Code §15.3-1507, CRRL has a formal grievance process as part of the Employee Handbook that may be implemented if a concern is unable to be resolved informally. The grievance procedure is a process through which an employee can bring a workplace concern or management action to upper levels of management. This process is formal and requires that rules be followed strictly. Human Resources will work with the employee and management to ensure that grievances are handled in a timely manner by all parties.

Current:

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