

## Agenda Item 7.6

### OPEN DOOR COMMUNICATIONS/ PROBLEM SOLVING PROCEDURE COMPLAINT REPORTING PROCESS AND PROCEDURES

RAILS encourages employees to discuss issues openly with their immediate supervisor or Human Resources. Additionally, RAILS encourages employees who have complaints arising from their employment to try to resolve the problem with the person(s) involved. If the employee is not able to resolve the issue, or for any reason, the employee may choose to use ~~the problem-solving complaint reporting~~ procedure ~~should be used~~ to address problems that may occur in the workplace. If an employee has a complaint, problem or situation that needs to be addressed, ~~the employee may use the~~ following procedure ~~should be used~~:

- ~~Step One:~~ The employee ~~should~~ may discuss the situation with their supervisor as soon as possible. The employee should give the supervisor an opportunity to investigate and then get back to the employee. The immediate supervisor will meet with the employee and give a response within five working days of discussing the complaint with the employee. In most cases, the problem can, and should be resolved with a frank and open discussion between employees and their immediate supervisors.
- ~~Step Two:~~ If the employee is not satisfied with the supervisor's response or feels the problem is not resolved, the employee can present the problem in writing to the Director of Finance and Human Resources Director as soon as possible. The employee should give the Director of Finance and Human Resources Director an opportunity to consider the situation and get back to the employee in writing within five working days.
- ~~Step Three:~~ If the employee is still not satisfied that the problem is resolved, the employee can present the problem in writing to the Executive Director. The employee should give the Executive Director an opportunity to consider the situation and get back to the employee in writing within 10 working days, unless an investigation requires a longer period of time.
- ~~Step Four:~~ If the employee is still not satisfied that the problem is resolved, the employee can present the problem to the President of the RAILS Board of Directors, again, as soon as possible. The President of the RAILS Board of Directors, in consultation with the Board of Directors, will consider the situation and report the final decision in writing.

**Commented [MM1]:** ▶ Flag for legal: see if the title needs to be changed. Ask whether the steps are appropriate for the operational needs of the organization. What does the timeline look like?

**Commented [MH2R1]:** Could call this "Complaint Process and Procedures"

I think giving employees the option to follow this processes is good, but I don't think they should be called "Steps" since it is not a union contract, and is merely providing employees with the option for how to address complaints. The ultimate timeline and procedure is up to management given the circumstances.

**Commented [SD3]:** We should consider including a defined and reasonable timeframe for responding to complaints or concerns at each step of the problem-solving process. Establishing clear timelines can help ensure consistency, set expectations for employees and management, and promote timely resolution of issues.

**Commented [MM4R3]:** Union contract shows escalation with a 5-calendar day timeline for each step in their Grievance policy.