

COMPLAINT REPORTING PROCESS

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 complaint reporting procedure to address problems that may occur in the workplace. If an employee has a complaint, problem or situation that needs to be addressed, employee may use the following procedure:

- The employee may discuss the situation with their supervisor as soon as possible. The employee should give the supervisor an opportunity to review 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.
- 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 Human Resources Director as soon as possible. The employee should give the Human Resources Director an opportunity to investigate the situation and get back to the employee in writing within five working days, unless such investigation requires a longer period of time.
- 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 review the situation and get back to the employee in writing within 10 working days, unless an investigation requires a longer period of time.

See Also:

Sexual and Other Forms of Harassment