



## WRITTEN GRIEVANCE PROCEDURE

*As stated in CASA of Cook County Employee Handbook*

Most problems can be resolved simply and fairly, or avoided entirely, if the issue or incident is dealt with through the open door policy. CASA of Cook County's open door policy is informal. An employee having a problem, complaint, or dispute should first make every effort to resolve the matter through informal discussion with the person involved. If this is unsuccessful, they should meet with their immediate supervisor. If this is unsatisfactory they may file an appeal.

The purpose of the appeal procedure is to provide a means for employees to resolve their work place concerns with management. A grievance is an alleged misapplication of CASA of Cook County's personnel policies. This procedure represents an intent to offer a dispute resolution mechanism to the employees of CASA of Cook County. However, failure to follow this procedure shall not subject CASA of Cook County to a breach of contract claim.

**Step One:** Any employee may present an appeal to his/her immediate supervisor for discussion. The supervisor shall have five (5) regular working days to respond to the relief requested. Should the supervisor fail to respond or if the employee finds the response unsatisfactory, the appeal may be reduced to writing, clearly specifying the policy allegedly misapplied and the relief

requested. The written appeal should be submitted to the Executive Director who should respond in writing within (5) days of receipt. If the Executive Director fails to respond within this time, or if the employee finds the response unsatisfactory, or in cases where the Executive Director is the immediate supervisor, the employee may proceed to Step Two.

***Step Two:*** The employee may submit the written appeal to the Executive Committee of the Board if Step One has not resolved the issue.

The Committee shall also convene a meeting wherein statements shall be taken from the appealing employee and the immediate supervisor, as applicable, either separately or jointly at the discretion of the Committee. The Committee may refuse to grant the employee's request for an appeal when the issues involved are minor in nature, or involve evaluations or judgments by management, unless they appear to be contrary to policy. The Committee shall have twenty (20) regular working days in which to respond to the employee in writing. If the Committee fails to respond, the employee may petition the Chair of the Board. Failure to petition the Chair within thirty (30) days of the result of Step Two shall result in the appeal being waived.

***Step Three:*** The Chair of the Board shall convene a meeting with the employee, an Executive Committee designee, the Executive Director and the immediate supervisor, as applicable, either separately or jointly at the discretion of the Chair. The Chair will respond to the grievant in writing within ten (10) working days with the final decision. A thorough and fair investigation will take place, giving careful consideration to the rights and dignity of the people involved. The Chair will report the grievance and result at the next regularly scheduled Board meeting.