

FAIRFAX COURT APPOINTED SPECIAL ADVOCATES (CASA)

Grievance Process

If an employee believes that he or she has received unfair treatment or been the object of an incorrect application of the employment policy, that individual may avail himself or herself of the following grievance procedure:

A) DEFINITION: A “grievance” is a complaint by an employee that there has been a violation, misinterpretation, or inequitable application of any provision of the Fairfax CASA policies as set forth in the Fairfax CASA Employee Handbook.

B) TIME FRAMES: To ensure effective review and resolution of grievances, an employee must follow the established time frames. Grievances must be filed within five business days after the event that is the basis of the grievance. Grievances must be filed and appealed within the established time frames at each step of the process, or they will be considered to have been waived.

C) Employees may not grieve personnel actions that are taken to ensure Fairfax CASA’s compliance with federal, state, or local laws.

D) Employees are encouraged to use the following procedure when they believe that they have been treated unfairly or that a policy has been incorrectly applied. No employee will be discriminated against for filing a grievance or appeal in accordance with this procedure:

1. Before filing a grievance, an employee shall first discuss the problem that gave rise to the grievance with his or her immediate supervisor. If the informal discussion does not resolve the problem, the employee shall prepare a written grievance and file it with his or her supervisor. Upon receipt of the written grievance, the supervisor shall schedule a meeting with the aggrieved party within five business days to discuss the grievance. Within five business days of when the meeting was held, the supervisor shall issue a written response to the employee.
2. If an employee is dissatisfied with the response of his or her supervisor, he or she may within five business days file an appeal of the response/decision with the supervisor, who will forward it to the Executive Director. The appeal must explain why the employee disagrees with the response/decision of the supervisor. The Executive Director will acknowledge receipt of the appeal to the employee as soon as it is received. Within five business days after receipt of the appeal, the Executive Director will either issue a decision or, if it is determined that a further meeting is necessary, notify the employee of the date on which the meeting will be held. The Executive Director will issue a written decision within five business days after the meeting. A copy of the decision will be forwarded to the Personnel Committee of the Board of Directors.

3. If the employee is dissatisfied with the decision of the Executive Director, he or she may within five business days of receipt file an appeal with the Executive Director, who will then forward it to the Chair of the Personnel Committee of the Board of Directors. The appeal must include a statement indicating why the employee disagrees with the decision of the Executive Director. The Personnel Committee will acknowledge receipt of the appeal. Within 30 business days after receipt of the appeal, the Personnel Committee will either render a written decision or, if it is determined that a further meeting is necessary with the employee, notify the employee of the date of the scheduled meeting. If a meeting is held, the Personnel Committee will provide a written decision within 30 business days after the meeting was concluded. A copy of the decision will be forwarded to the President of the Board of Directors.

E) The Personnel Committee, on behalf of the Board of Directors, has the final authority with respect to resolution of grievances. The President is ultimately responsible for communicating the Board's response to an employee's grievance.

F) Documentation of all grievances will be maintained (separate from employee personnel files) by the Chair of the Personnel Committee. Documentation will include a description of the complaint, steps taken in response, and a summary of how the concern was addressed.