

## **Employment Disputes/Grievance Procedures**

In event of any grievance or concern relative to agency policies, staff or supervisory conflict, conditions of employment, conditions of residential living, etc., employees of EBI may request and receive a timely review of the concern(s) or grievance(s) according to the following procedures (in this order):

1. Personnel who are having serious difficulties with each other are first expected to try to work out their conflict among themselves directly and with their supervisor/director before any formal grievance procedure can be initiated.
2. Should this initial step not resolve the problem, then a formal written statement should be addressed to the respective supervisor/director, and a copy given to the Executive Director. The statement will detail the nature and circumstances of the grievance as well as persons involved, and steps taken to date in an attempt to resolve the problem.
3. The Director of Residential Services, Residential Manager, Business Director and/or Executive Director will conduct a separate investigation and will then meet with the involved parties to review the status of the grievance and to take any additional actions they may consider necessary.
4. The Agency Management Team will provide a summary of the formal grievance that gives details around steps taken to resolve the grievance and the outcomes. Copies of this summary will be placed in the personnel file of each respective individual.
5. Only after all of the above steps have been followed, and a satisfactory solution was not found, can a grievance be appealed to the Board of Directors. This appeal must be in writing and may be submitted directly to the Chair of the Board or in a sealed envelope to the Executive Director with assurance that it will be delivered unopened to the Board Chair.
6. Following receipt by the Board Chair of a written personnel grievance appeal, the president will appoint a personnel grievance committee composed of not less than (3) board members nor more than (5) board members. No board member who is a relative of an aggrieved person or of any other personnel named in a grievance appeal shall be appointed to serve on a personnel grievance committee.

The personnel grievance committee will conduct grievance hearing(s) with the aggrieved employee and undertake any other fact-finding it determines is needed.

Report of findings of the grievance committee and committee recommendations for board action will be made a specified meeting of the executive committee to be called by the Executive Director. A special meeting of the executive committee may be called following the procedures established in the By-laws of the board of EBI. Conclusive action, when possible, by the full board or by the Executive Committee shall be taken within (30) days following the Chair's receipt of the written grievance appeal.

The decision of the board (or of the executive committee of the board) is final. The president of the board will communicate a statement of the board's findings or ruling to the aggrieved employee.

7. Any client or companion who believes they have been discriminated against upon the basis of their race, sex, national origin, or disability have the right to file a complaint of discrimination within 180 days of the alleged discriminatory act with:
  - Assistant Staff Director for Civil Rights  
DCF Office of Inspector General  
Office of Civil Rights  
1317 Winewood Blvd. Building 5, 2nd Floor Tallahassee, FL 32399-0700  
Phone: (850) 487-1901; TDD (850) 922-9230
  - United States Department of Health and Human Services (HHS)  
Attention: Office of Civil Rights  
Atlanta Federal Center, Suite 3B70  
61 Forsyth Street, S. W.  
Atlanta, GA 30303-8909  
Phone: (404) 562-7881; TDD (404) 331-2867

The employee may have another agency employee accompany him or her at any of the grievance procedure steps if he or she desires.

Specified time limits are exclusive of Saturdays, Sundays, and holidays.

Date Created: January 1, 2007

Date Revised: March 01, 2014