

## Grievance Procedure Policy

To nurture the best possible working conditions for library staff, a process to address grievances in a timely and respectful manner has been put into place.

### Grievance

This scope of this Policy is limited to library employee complaint(s) arising from a real or perceived violation or infringement of library policies, procedures, or practices formulated and approved by the Board of Trustees. Neither the Board nor the Director shall consider or address grievances that are anonymous in nature, and a grievance may be initiated by any employee on his or her behalf only.

The following steps shall be taken when presenting a formal grievance:

- The employee shall express the grievance to his/her Supervisor or to the Director verbally, within five working days of the discovery of a problem or as quickly as possible. If a Supervisor has been consulted, the Supervisor shall inform the Director. Either the Supervisor or the Director shall make a verbal reply with five working days of communication of the concern.
- If the employee is dissatisfied with the verbal response, the grievance shall then be reduced to a writing to the Director, and the submittal should be clearly labeled "grievance." If submitted, the complaint shall contain all of the following:
  - the name and position of the grievant;
  - the date the incident or alleged violation took place, if applicable;
  - the issue involved;
  - a clear and concise statement of the grievance;
  - the specific library policy, procedure or practice alleged to have been violated or infringed;
  - any steps taken to informally resolve the issue;
  - relief sought;
  - and the signature of the grievant and the date.
- The Director may request a meeting with the employee within five working days of receipt of the written grievance and shall make a determination within ten working days of receipt of that written grievance.
- If the employee deems the Director's response as unsatisfactory, then he/she may submit the grievance to the Board of Trustees. The employee may ask that the original letter to the Director be referred to the Board for review at the next scheduled Board meeting. The Board may seek to have the employee appear at a Board meeting in Executive Session.

The Board shall issue a determination within thirty-five days of receipt of a grievance provided that the employee has properly followed the steps noted above.

- If a grievance is related to sexual harassment and involves the Library Director, then an employee may submit his or her grievance directly to the President of the Board of Trustees. If the grievance involves harassment (non-sexual) by the Director (including, but not limited to, epithets, slurs, negative stereotyping, threatening, intimidating or hostile acts that relate to race, color, religion, gender, sexual orientation, national origin, age or disability), an employee may submit his or her grievance directly to the President of the Board of Trustees. If the grievance involves the President of the Board of Trustees, the employee shall consult the Director, who, in turn, will consult with the Board Vice President or another Trustee.

All employees shall be entitled to use the above procedures without fear of reprisal. However, these procedures will not protect an employee from warranted disciplinary action.