

Second Unitarian Church of Omaha

EMPLOYEE COMPLAINT RESOLUTION POLICY

Date of Policy: **June 10, 2010**
Policy Updated:
Policy Owner: Personnel Committee

Effective communication is essential for productive working relationships. To that end, employees are encouraged to discuss any concerns about work or suggestions for improving operations in the following manner:

The employee should present any suggestion, complaint, or grievance to his/her supervisor and together discuss the problem, applicable rules or policies, and possible resolution.

If discussion with the supervisor does not resolve the matter to the employee's satisfaction, the employee should submit the complaint or grievance in writing to the Personnel Committee which shall gather the evidence necessary to complete an investigation. The Personnel Committee may interview the employee or appoint an ad hoc committee to advise him/her. The Personnel Committee shall then recommend a resolution of the problem to the supervisor and employee.

If the Personnel Committee's recommendation does not resolve the matter to the employee's satisfaction, the employee may then seek a review by the governing board. The resolution recommended by the board will be binding upon the congregation and employee.

If a congregant has a complaint about a staff member they should first discuss this with the employee's supervisor. If the complaint is not resolved following this, the congregant should discuss the complaint with the Personnel Committee which shall then recommend a resolution of the problem to the supervisor and employee. If the Personnel Committee's recommendation does not resolve the matter to the congregant's satisfaction, the congregant may then seek a review by the governing board. The resolution recommended by the board will be binding upon the congregant and the employee.