



E-015

Richmond Heights Memorial Library EMPLOYEE GRIEVANCE PROCEDURE

Purpose

An employee problem exists when an employee feels dissatisfied with some aspect of their work over which they have no control. These problems are often referred to as grievances. It is important to employees and supervisors alike that these problems be presented by employees to the employee's supervisor. Unless the problem is expressed clearly to the person in authority, often it cannot be understood and therefore cannot be solved.

The Library has adopted the procedure outlined below to be used by any employee who has completed their initial service period who sincerely feels that they have a valid work-related problem and who desires that it be reviewed by higher authorities. The objective of this procedure is to describe to the employee, the immediate supervisor and higher authorities the steps to be used to provide answers to employee problems. Employees are also strongly encouraged, without resort to this formal procedure, to discuss informally with supervisors any problems within the scope of the grievance procedure, and supervisory and administrative personnel are to be accessible for such discussion. The Library supports a policy of having supervisors meet with any employee on an informal basis to exchange views and opinions on all matters relating to the conditions of employment.

General Provisions

- Whenever possible, grievances will be handled during the regularly scheduled working hours of the persons involved.
- In the event of the unavailability of a supervisor or administrator during the processing of a grievance, the subordinate's designated substitute supervisor or administrator shall handle the grievance. If this is not practicable, the grievance shall then be processed at the next higher step in the procedure.
- In the event that an employee is grieving about a supervisor other than the employee's direct supervisor, the grievance shall be forwarded to the supervisor or administrator above the accused manager.
- Any problem or grievance shall be considered settled at the completion of any step, if all parties are satisfied. Dissatisfaction on someone's part is implied in the movement of the grievance to the next step.

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The filing of a grievance and the entire grievance procedure is to operate without discrimination, restraint, coercion, or reprisal on the part of any supervisor or employee. The filing of a grievance, or the intention to file, does not relieve an employee in any way of the employee's responsibility to perform any and all of the employee's assigned duties promptly and completely.

When the organizational structure or special departmental circumstances do not permit the normal steps to be followed in processing a grievance, the Library Director may modify or interpret the plan so as to provide fair and equitable procedures to be used.

An employee complaint, dissatisfaction or problem need not be accepted by administration as a grievance subject to the grievance procedure if the employee fails to file the written grievance, as required in step two (2) below, later than three (3) work days following the date of the incident, event or activity which gave rise to the grievance or the failure to satisfy an oral grievance. For the purpose of this grievance section, the term "work day" shall be defined as those days the employee is scheduled to work; however, if circumstances prohibit the thorough completion of the grievance investigation in a timely manner, additional time will be allotted.

In the event a grievance is filed which involves two (2) or more employees in the same or similar event, happening or condition, the Library Director may rule that all grievants will be governed by the same grievance form and resulting decision. The Library Director need not rule on each individual grievant's case separately when the foregoing conditions are present.

Either party may request and automatically be granted a time extension from the Library Director, once, for a reasonable length of time, to initiate or respond to a grievance. Further extensions of time may be allowed at any step upon mutual consent of the parties involved.

Matters Included in the Grievance Procedure

The variety of employee problems that may occur in the workplace could be numerous; therefore, it is impossible to list all aspects of the work environment which conceivably could lead to employee problems or grievances. Most employee problems can be placed into broad groupings, which include, but are not limited to, the following:

- The methods and working conditions which the employee uses and meets on the employee's specific job.
- Relationships with supervision and fellow employees.
- The implementation of the Library's personnel rules or departmental regulations or procedures as applied to the employee.



An employee problem does not need to fit into any of the above groupings to be considered a grievance. The important consideration is that it must be a problem specifically related to the work situation. If the facts are stated specifically, accurately and understandably, management will consider the matter.

Steps of the Grievance Procedure

Step One

- The employee will explain orally the situation and problem to the employee's immediate supervisor within three (3) work days or shifts of the events giving rise to the grievance. If the grievance concerns the employee's immediate supervisor, the employee should go to the next level of supervision.
- The immediate supervisor will, either alone or after consultation with the supervisor's superiors, reach a decision and communicate it orally to the employee within three (3) work days or shifts after being informed of the situation causing the grievance.
- Every possible effort should be made by all parties concerned to settle employee problems at this level on an oral basis.

Step Two

- If the employee is not satisfied with the oral decision rendered, the employee will submit the problem in writing to the Library Director within three (3) work days or shifts of receiving the immediate supervisor's oral response. The problem being submitted shall also include the proposed remedy.
- The Library Director, within ten (10) work days or shifts of receiving the written grievance, will, having reviewed all documentation and discussed the grievance with the grievant and all associated parties, provide a written decision. This written decision shall be returned to the grieving employee.

Step Three

- If the grievant is not satisfied with the Director's response, they should submit in writing their grievance to the President of the Board of Trustees. Officers of the Board will review the grievance with the Director. If meeting in a group, the closed session will be publicly posted before the meeting. During the review process Officers of the Board will review all documentation of the grievance proceedings, and may request additional evidence or testimony. After the review, the Officers of the Board shall approve, modify, or disapprove the Director's



recommendation. A report shall be given to the full Board of Trustees at the next scheduled meeting and a written decision mailed to the grievant.

Adopted by the RHML Library Board of Trustees January 16, 2024