

## **Grievance Policy**

### **Procedures**

It is important that employees are treated fairly and receive prompt responses to problems and concerns. For this reason, Mind, Body, Soul provides a grievance procedure to promote a prompt and responsible resolution of issues raised by staff. This procedure may be used freely without fear of retaliation, and the Executive Directors are available to assist throughout the procedure. The process outlined below should be used if an individual disagrees with an executive director's action including any disciplinary action. If the problem involves discriminatory harassment, sexual harassment, and/or discrimination, reference to those policies should be made to initiate a complaint. When unsure which policy applies, contact should be made with the executive directors.

#### **Step One:**

##### **Discuss Complaint with Immediate Supervisor.**

Mind, Body, Soul encourages informal resolution of complaints. Employees should first discuss the complaint with their immediate director within three (3) business days of the situation whenever possible. If the complaint is not resolved as a result of this discussion, or such a discussion is not appropriate under the circumstances, proceed to Step Two. If the action in dispute involves consideration of suspension or termination of employment, Steps One and Two should be bypassed.

#### **Step Two:**

##### **Prepare and Submit Complaint in Written format to executive directors HR for Review.**

If the employee feels the complaint was not resolved in discussions with his/her immediate director, they may prepare and submit a formal written complaint about review by the

person to whom the employee's immediate supervisor reports ("Executive Director"). To do so, the employee should write the complaint and submit it to the Executive Directors' internal mailbox within seven (7) business days of the Step One discussion with the immediate director (or within seven (7) days of the event being grieved if Step One is bypassed). The Executive Directors will then review the complaint, send a copy to the directors, and schedule a meeting for the employee, the director, and the executive director to discuss the complaint. The meeting will be held within five (5) business days of receiving the written complaint. The Executive Directors will issue a written decision, generally within five (5) business days of the meeting. If the complaint is not resolved to the employee's satisfaction, they may appeal for the Board to mitigate another review.

### **Step Three:**

#### **Submit Written Complaint for Final Appeal to the Board**

If the employee is not satisfied with the Step two decision, they may submit the complaint to the Board within seven (7) business days of having received the Step two decision. The Board will provide a final written response, generally within fourteen (14) business days. The employee's department director will be notified as well.

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M.B.S. Healing

Policy approved by Board of Directors on March 24,2021