



**Policy: Grievance Procedure**

**Policy Number: O-10**

Page 1 of 2	REVIEWED DATES	REVISED DATES
Approved By: <i>Mary Cotandelle</i> V.P Human Resources	<i>7/22/2011</i>	
Approved By: <i>[Signature]</i> President, LibertyHealth	<i>7/22/2011</i>	
Effective Date: 12/17/2007, 07/22/2011	01/2008, 06/2011	01/2008, 06/2011
References: Disciplinary Action F-5		

**POLICY:**

Consistent with its commitment to an employee-centered work environment, it is the policy of LibertyHealth to provide a grievance procedure to allow all employees the opportunity to have their concerns regarding working conditions heard by management personnel in an orderly and consistent fashion.

The grievance procedure for bargaining unit employees is contained in their respective collective bargaining agreements (CBAs). The following procedure is primarily for guidance to non-union employees. The intent of the grievance procedure, regardless of union status, is to resolve workplace problems in a consistent and equitable fashion.

**PROCEDURE:**

- A. Step One** – Within a reasonable time after a discipline (approximately fourteen (14) days from the occurrence of the issue being grieved), the employee must bring the issue to the attention of his/her immediate supervisor. The supervisor must then investigate the issue and respond to the employee within fifteen (15) working days.
- B. Step Two** – If the grievance is not settled at Step One, within a reasonable time (approximately two weeks after the first step answer), the grievant may file the grievance in writing to his/her department director. The Department Director must meet with employee, investigate the issue and respond in writing to the employee within fifteen (15) working days. *If the grievant's immediate supervisor is the department director, the grievance will automatically skip to Step Three.*
- C. Step Three** – If the grievance is not settled at Step Two, within a reasonable time (approximately two weeks after the second step answer), the grievant may file the grievance in writing to the Vice President of Human Resources. The Vice President of Human Resources or his/her designee(s) must then meet with employee, investigate the issue and respond in writing to the employee within fifteen (15) working days.

- D. **Step Four** – If the grievance is not settled at Step Three, within a reasonable time (approximately two weeks after the third step answer), the grievant may file the grievance in writing to the Department Vice President. The Department Vice President or his/her designee(s) must meet with the employee, investigate the issue and render a final decision in writing to the employee within a reasonable period of time.
- E. Employees may invite any witness(es) or fellow employees to the grievance hearings as deemed necessary to present the issue. Employees may not invite non-employees, unless actual witnesses to an incident, to the grievance hearings. Attorneys will not be allowed in grievance hearings.
- F. The grievance procedure as outlined above does not apply to a grievance involving a violation of LibertyHealth's Anti-Harassment Policy F-1. In the event a grievance is based on a violation of the Anti-Harassment Policy, the procedures outlined within that policy is followed.

## **RESPONSIBILITY**

### **Supervisory and Management Personnel:**

It is the responsibility of supervisory personnel to process grievances in a timely manner and to consider employee grievances in a manner consistent with this policy, Liberty Health's Disciplinary Action Policy F-5, other hospital policies and procedures, and the overall mission.

### **Employee:**

It is the responsibility of the employee to present his/her grievance in a manner that conforms to the procedures as prescribed in this policy.

### **Human Resources:**

It is the responsibility of the Vice President, Human Resources or his/her designee(s) to:

- A. Process grievances in a timely manner and to consider employee grievances in a manner consistent with this policy, LibertyHealth's Disciplinary/Corrective Action Policy F-5, other hospital policies and procedures and the overall mission of LibertyHealth.
- B. Offer advice and counsel to employees (grievants) and to supervisory personnel who hear grievances on the procedures, possible solutions and hospital policies.
- C. Regulate the overall process and implementation of the grievance procedure.

## **CONTROLS**

The Vice President, Human Resources shall establish such controls as are necessary to ensure proper implementation of this policy and the timely and equitable resolution of a grievance.