



Grievance Resolution

Statement of Philosophy

Although we seek to provide a workplace in which all employees feel that they are an important part of Kids Central and where employees feel fairly treated, there may be times when you have a dispute with a supervisor or Kids Central which can best be resolved through a formal procedure for dispute resolution. All disputes between any employee and Kids Central are to be resolved in accordance with the following procedure. Please note, however, that Kids Central reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and Kids Central.

Through a formal complaint and grievance procedure, employees will be allowed to present their complaints and appeal management's decisions. Any dispute between you and Kids Central may be resolved using this grievance procedure.

A grievance is a complaint by an employee concerning any matter related to the employee's employment with Kids Central. All grievances must be in writing. Using the form provided by Kids Central, you must state clearly and concisely all the known facts related to your grievance, including "who, what, where, when and the why." Clearly explain why you disagree with the act or omission that forms the basis for the grievance. Also explain what remedy you are requesting. You must sign and date the grievance.

All complaints must be made in good faith.

Procedure:

Preliminary Step

- You must first address your grievance with your immediate supervisor. This may be done orally in informal discussion. If your informal attempts to resolve the matter are not successful, you may implement the formal grievance process.
- Here are some basic strategies to help you resolve your concerns before having to implement a formal grievance process.
 - Pause, breath, & decide the next steps



Grievance Resolution

- Address the conflict privately
- Use active listening techniques
- Repeat back your understanding
- Use “I” statements
- Understand it may be out of your hands. Regardless of your efforts and conflict resolution strategies, there might be situations where there is no resolution that you can bring to the table. When that’s the case, you may need to implement step 1.

Step 1

- You must first submit your grievance in writing to your immediate supervisor. If the issue involves the employee’s supervisor, the employee may discuss it with the next level of management. Grievances must be submitted within five (5) calendar days following the date you first knew or should have known of the grievance. If you do not submit the grievance within the five (5) day period, you waive your right to assert it. You may find the staff grievance form on Kids Central’s website > For Staff > Forms Directory > Administration Forms > All grievances and replies in Step 1 must be in writing. If the grievance is not settled in Step 1, then you may proceed to Step 2.

The written complaint must include:

- An explanation of the incident that includes “who, what, where, when and why”
- The date the incident occurred
- Suggestions for ways to resolve the problem

Step 2

- Within ten (10) days following your receipt of the written answer to your Step 1 grievance from your supervisor, you may appeal the disposition of your grievance by your supervisor to a Senior Management Staff. The Senior Management Staff will then undertake an investigation of your grievance and the underlying facts. Within 15 business days following receipt of your



Grievance Resolution

grievance the Senior Management Staff will meet with you in person to discuss your grievance. The Senior Management Member will then provide a written response to your grievance within 15 business days following the date of your meeting.

Step 3

- If you are not satisfied with the response of the Senior Management Staff at Step 2, you may submit your grievance to the Executive Director of Kids Central or the Executive Director's designee for review within five (5) days following receipt of the written response from your Senior Management Member. The Executive Director or his or her designee will review the grievance and provide a written response within 15 business days following receipt of the Step 3 grievance.

Step 4

- You may appeal Step 3 grievance to Step 4 and request final decision of your grievance by Kids Central's Board of Directors or their designee committee. The request for the Board of Directors must be in writing and must be made within 15 days following receipt of the response of the Executive Director or the Executive Director designee at Step 3.
 - The Board shall convene and conduct the hearing as soon as practicable. The Board of Directors meet once a month.
 - The hearings shall be conducted privately; however, at its discretion, the Board may permit one advisor to accompany each party. The advisor may not participate in the hearing.
 - The grievant and the party involved in the grievance will be allowed to present evidence and make statements before the Board.
 - The Board may consider all facts that it deems relevant and proper.
 - All parties are expected to attend all meetings in which they are scheduled to participate, and if they cannot do so, they must promptly notify the Chairperson before the scheduled meeting time. Failure of the grievant to respond promptly to the Chairperson's requests or to participate in the scheduled meetings may result in dismissal of the grievance. The



Grievance Resolution

- failure of the party involved or witnesses to respond promptly to the Chairperson's requests or to participate will be reported to the Supervisor and noted in the documentation presented to the Executive Director.
- The Board shall make a written recommendation to the Executive Director or his/her designee regarding the grievance reached by the majority of the Board within a reasonable time, generally not to exceed thirty (30) working days.

There may be unique instances when bypassing one or more grievance procedure steps would be appropriate. The Executive Director will determine whether to bypass one or more steps following a request from any party to the grievance.

If an employee fails to appeal from one step to the next within the time limits set above, the issue will be considered settled based on the last decision provided.

Kids Central Incorporated reserves the right to impose disciplinary action for any conduct it considers disruptive or inappropriate. The circumstances of each situation may differ, and the level of management action may vary depending on the factors of the situation.

When a complaint is voiced, management will do its best to remedy the situation. Every employee may not be satisfied with every solution; however, employee input is valued and Kids Central Incorporated wants to foster an environment where all employees feel comfortable reporting their concerns.

No Kids Central Incorporated employees will be subject to retaliation for filing a complaint under this policy.

Professional Development:

Kids Central's Human Resources Specialist will provide training on this policy and conflict resolution strategies during orientation at the time of hire. A copy of this policy will be in the employee handbook and available online through Kids Central's website.

This Grievance Resolution Policy replaces the "Problem Resolution" policy.



POLICY

Effective Date: 12/17/2024

Grievance Resolution

Acknowledgement

When a complaint is voiced, management will do its best to remedy the situation. Every employee may not be satisfied with every solution; however, employee input is valued and Kids Central Incorporated wants to foster an environment where all employees feel comfortable reporting their concerns.

By signing this policy, you agree to adhere to all the provisions. I understand that if I fail to appeal from one step to the next within the time limits set forth in this policy, the issue will be considered settled based on the last decision provided.

No Kids Central Incorporated employees will be subject to retaliation for filing a complaint under this policy.

If you have any questions or uncertainty regarding the content of this policy, you are required to consult your supervisor.

I have read and understand Kids Central Incorporated's Grievance Resolution Policy, and I understand the requirements and expectations of me as an employee.

Signature & Date