

Beaumont® | HEALTH SYSTEM

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Prepared By Corporate Human Resources	Prior Issue Date 07/01/12	Issue Date 07/01/15	

<u>EMPLOYEE</u>	<u>Pre-Grievance Resolution Meeting</u> Discuss complaint and/or concern and explore possible solutions with immediate supervisor.
<u>SUPERVISOR/MANAGER</u>	Investigate the complaint and/or concern and respond to the employee in writing within five business days of the Pre-Grievance Resolution meeting, utilizing the Pre-Grievance Summary Form.
<u>EMPLOYEE</u>	If the employee and the supervisor cannot reach agreement on how to resolve the complaint and/or concern, the employee must submit a written grievance letter to Human Resources within five business days of the manager's response to initiate Stage I of the employee grievance process. The grievance letter must include the following: <ol style="list-style-type: none"> 1. <u>The issue or concern being grieved;</u> 2. <u>The reason/rationale for the grievance, and;</u> 3. <u>The employee's desired resolution.</u>
<u>HUMAN RESOURCES DEPARTMENT</u>	<u>STAGE I</u> Within five (5) business days of receipt of the employee grievance letter, Human Resources will schedule a Stage I grievance meeting with the Administrative Director and department Director. In the absence of an Administrative Director within the departmental hierarchy, the Vice President of the department will be included in Stage I. Send copies of the employee grievance letter and Supervisor/Manager pre-grievance reply to the department Director and appropriate Administrative Director or Vice President indicating the date and time of the Stage I grievance meeting.
<u>ADMINISTRATIVE DIRECTOR/VICE PRESIDENT</u>	The Administrative Director or Vice President and the department Director must investigate the grievance thoroughly and prepare a disposition of the grievance. The Administrative Director or Vice President has the ultimate responsibility for resolving the grievance in Stage I.

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<p><u>ADMINISTRATIVE</u> <u>DIRECTOR OR VICE PRESIDENT/</u> <u>DEPARTMENT</u> <u>DIRECTOR</u></p>	<p>Within five (5) business days of the Stage I grievance meeting, the Administrative Director or Vice President and the department Director must meet with the employee to review the written response to the employee's grievance.</p> <p>If the employee is not satisfied with the resolution to the grievance, the employee may proceed to Stage II.</p>
<p><u>EMPLOYEE</u></p>	<p><u>STAGE II</u> Within two (2) business days following receipt of the Stage I decision, the employee must contact Human Resources to request a Stage II grievance meeting.</p> <p>In grievances involving discharge, the employee may select, if desired, a co-worker to be present and assist in presenting any/all pertinent information on the issue being grieved.</p>
<p><u>HUMAN RESOURCES</u> <u>DEPARTMENT</u></p>	<p>Arrange for the Grievance Council meeting, after receipt of the Stage II Grievance request.</p> <p>In grievances involving discharge, arrange for a court reporter to record the proceedings.</p> <p>When appropriate have a report prepared for the Grievance Council Members describing the clinical implications of the situation or action giving rise to the grievance.</p>
<p><u>GRIEVANCE COUNCIL</u></p>	<p>Investigate all aspects of the grievance and render a final disposition of the grievance, unless extenuating circumstances prevent a prompt decision (e.g., surveys need to be conducted, policy formulation, etc.). All decisions of the Council are final and binding for all parties involved.</p>

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<u>HUMAN RESOURCES</u> <u>DEPARTMENT</u>	<p>Send a certified letter to the employee explaining the Grievance Council's decision. All documents related to the employee grievance, including the final report of all proceedings, will be maintained in a confidential file, separate from the employee's Human Resources file.</p> <p>Any deviations in the procedure time guidelines (due to holidays, vacations, etc.) will be explained in the final report.</p>
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