

MOORE COUNTY HOSPITAL DISTRICT	Policy #: 9400-HR-97 Page 1 of 2
Responsible Dept: Human Resources	
Title Grievance Procedure:	Effective Date: 01/2016

Policy Statement:

MCHD has a process for addressing grievances. MCHD is committed to providing an atmosphere in which any problem, complaint, suggestion, or question receives a timely response from MCHD supervisors and management.

1. If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps in the sequential order that is provided.

Rules:

1. The employee should submit the problem to his/her supervisor, preferably in writing. Submission should occur as soon as possible after the event causing the problem is known to the employee believes would be a satisfactory resolution. Human Resources is available to assist the employee in putting his/her concerns in writing.
 - The supervisor investigates the circumstances surrounding the problem and provides a written response within a reasonable time after receiving the employees concerns. The response should include the next step in the problem solving procedure in case the employee decides to pursue the matter to the next level of management. If the employee accepts the solution, the resolution is implemented and the matter is considered closed.

2. If the employee feels that the resolution proposed does not resolve the issue or if no resolution can be found, the employee will submit the problem in writing and within a reasonable time (usually within one week), to the next line of management. The writing should contain a description of the problem and what the employee believes would be a satisfactory resolution.
 - The next line of management will investigate the circumstances surrounding the problem and provides a written resolution within a reasonable time (usually within one week) of receiving the employees writing. The response should include the next step in the problem solving procedure in case the employee decides to pursue the matter to the Human Resource Office. If the employee

MOORE COUNTY HOSPITAL DISTRICT	Policy #: 9400-HR-97 Page 2 of 2
Responsible Dept: Human Resources	
Title Grievance Procedure:	Effective Date: 01/2016

accepts the resolution, the resolution is implemented and the matter is considered closed.

3. If the employee feels that the resolution proposed does not resolve the issue, no resolution can be found, or that the next line of management is biased on the issue then the employee will submit the problem in writing and within a reasonable time (usually within one week) of receiving the employee's writing. The response should include the next step in the problem solving procedure in case the employee decides to pursue the matter to the facility CEO. If the employee accepts the resolution, the resolution is implemented and the matter is considered closed.
4. If the employee feels that the resolution proposed does not resolve the issue or if the no resolution can be found, the employee will submit the problem in writing, and within a reasonable time (usually within one week) or receiving the employees writing. The resolution of the CEO is final and the matter is considered closed, concluding the problem solving procedure.
5. Considerations
 - Because of the nature of the problem solving procedure, all discussion, documentation, investigation and resolution of the problem is treated as confidential. Individuals are involved on a need to know basis only.
 - Facility management will not discriminate or retaliate against either an employee who uses this procedure, or an employee who participates in the investigation of a problem.
6. The employee may discontinue the procedure at any step.