



Kokua Services
SUPPORT • ENCOURAGE • EMPOWER

TITLE: EMPLOYEE GRIEVANCE PROCEDURE

POLICY 3.7

Rev. November 2021

A. GRIEVANCE PROCEDURE

If an employee or group of employees disagrees with a work-related decision of management or if the employee(s) believe a decision is not consistent with Kokua Services policy and procedure, a grievance may be filed. The employee should complete an Employee Grievance Report and submit it to the Human Resources Coordinator.

A three-person Grievance Committee will be selected from a panel of trained employees. Two of the committee members will be selected by the Human Resources Coordinator; one committee member will be selected by the individual submitting the grievance. All matters reviewed by the Grievance Committee are confidential.

If the grievance is prompted by a single event, the grievance must be submitted to the Grievance Committee within 10 working days of the event. If the grievance is prompted by a series of events, the grievance must be filed within 10 days of the last event in the series. The Grievance Committee will respond to the grievance in writing within 10 working days of receipt of the written grievance.

The grievance procedure may not be used to address corporate decision-making such as assignment of employees, starting and quitting times, salary and benefits, rules of conduct, etc.

B. APPEAL OF GRIEVANCES

If an employee chooses to appeal the decision of the Grievance Committee, he or she may do so within 10 working days of receiving the written decision from the Committee. Appeals must be sent in writing to the Executive Director for review. The decision of the Executive Director is the final decision of Kokua.

C. DOCUMENTATION OF GRIEVANCE PROCESS

All documentation of employee grievances, including the Employee Grievance Form, all material reviewed as part of the grievance process and the written grievance committee response shall be filed in a confidential Grievance and Mediation file. Grievance and Mediation files have the same limited access as personnel files.

D. GRIEVANCES RELATED TO EXECUTIVE DIRECTOR

For grievances related to the Executive Director, the grievant should submit a completed Grievance Form to the Board of Directors' Board Chair.