

BOARD POLICY - Executive Limitation

Grievance Procedure

Policy No. 100.1.5

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- 1 The OPTIONS Family of Services, Inc., Board of Directors recognizes that
 - 1.1 When a person receiving services or an employee has a grievance or issue with an OPTIONS' policy, house rule, another person served or employee, or has an issue regarding the operation of services, the following procedures will guarantee the rights of the person with a grievance. The following procedures will be followed, to ensure all grievances will be resolved as expeditiously and as simply as possible. In all measures described below, the person filing the grievance has a right to receive written documentation of any decisions regarding the grievance.

Any person filing a grievance has the right to:

 - 1.1.1 If the issue is programmatic in nature such as an issue with a policy, a house rule or an issue with a coworker or peer, discuss the grievance with the immediate supervisor and/or manager. If the problem is not resolved within 10 business days, notify the Program Director.
 - 1.1.2 If the grievance is an allegation of a serious nature such as, but not limited to, discrimination, sexual harassment, violation of law or abuse, submit a formal grievance letter to the Program Director or the HR Director depending on the nature of the grievance. If the problem is not resolved within 10 business days, then:
 - 1.1.2.1 If suspected abuse is regarding a person served, see policy # 200.5.2 Abuse Prevention and Reporting Suspected Abuse
 - 1.1.3 Submit a formal request letter to the CEO. The CEO is responsible for responding within 10 business days of the receipt of the grievance. If the problem is not resolved, then:
 - 1.1.4 Send a letter to the board president. The letter must include any measures taken to resolve the concern as well as actions they believe will resolve the problem. The president shall convene a board meeting within 10 business days to discuss the grievance. The board shall respond to the grievance and action taken by the board will be final.
 - 1.2 The CEO will maintain a log of all grievances submitted, including notes on progress made toward resolution.

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- 1.3. Upon request, a person receiving services may have an advocate appointed to assist in the resolution of a grievance.
- 1.4 If a person reports a grievance according to this policy, no reprisal will take place.

Adopted: 1-14-90

Revised: 7-02-90

7-25-95

3-16-04

9-11-07

10-1-08

9-13-11

3-1-14

12-1-14

Reviewed: 12-9-15

Reviewed: 4-12-16

1-24-17

10-22-18

11-11-19

12-31-20

Revised: 2-9-21

Reviewed: 1-11-22

Reviewed: 1-10-23

Reviewed: 1-09-24

Reviewed: 1-14-25

Reviewed: 1-13-26