

## SDCRAA HUMAN RESOURCES STANDARDS AND PROCEDURES

Section: **Workplace Practices**  
Standard: **RESOLVING EMPLOYEE COMPLAINTS**  
Section #: **D-17**  
Effective: May 13, 2008

See Also: Equal Employment Opportunity; Harassment and Other Prohibited Conduct; Grievances; Employee Assistance Program

### GENERAL STANDARD

The Authority is committed to maintaining a positive, pleasant, and comfortable environment in which to work. One way this is accomplished by the Authority is by maintaining direct communication with all employees and ensuring that each employee has a vehicle through which direct and open communication is encouraged. The Authority fosters an environment in which employees are encouraged to voice their concerns according to the Standards set forth herein without fear of reprisal or censure and with the knowledge that their concerns will be addressed in a timely and equitable manner.

### SPECIFIC STANDARDS

- ❑ The Authority recognizes that on occasion an employee may have work-related concerns or complaints which need to be addressed. Employees who encounter work-related problems are encouraged to discuss the problems with their immediate manager/supervisor as soon as possible, with the goal of trying to resolve the problem and address issues at the employee-immediate manager/supervisor level.
- ❑ If an employee is unable to resolve a problem with his/her immediate manager/supervisor, the employee should address his/her concerns with the next level of management, following the “chain of command” up to the Vice President level, if necessary, to resolve the issue. If, after every reasonable effort has been made to resolve an issue, the

problem remains unresolved, the President/CEO of the Authority may consider the issue.

- ❑ An employee may, at any time, elect to bring a work-related concern or complaint directly to a representative of the Human Resources Department.

## **GUIDELINES**

Managers should encourage and be receptive to employees who wish to discuss their concerns. Early identification of problems and prompt action in resolving them is important to good employee relations.

The Human Resources Department staff is available to assist managers and their employees in reaching a satisfactory resolution to work or equal employment opportunity-related problems.

Depending on the nature of the employee's concerns, a manager may wish to suggest to the employee that s/he consult with the Human Resources staff for assistance and advice regarding sources of support for resolution, including the Authority's Employee Assistance Program.

## **PROCEDURES**

### Manager's responsibility

When an employee raises a problem or complaint, managers must obtain all the facts and understand what specific action has occurred, in what way the employee feels adversely affected, and what remedy is being requested.

Managers should respond to the employee openly, honestly, and in a timely manner. If the manager is not sure how to respond to a problem or complaint, s/he should contact his/her manager or Human Resources Department staff.

Managers must advise the Director, Human Resources, promptly of any complaints regarding alleged discrimination or sexual harassment, even if the manager believes s/he satisfactorily has resolved the complaints.