

X. COMMUNICATION AND GRIEVANCES

1. General. Employees are encouraged to comment on individual job responsibilities, working conditions, and other job-related matters or issues. In general, such comments should be provided to the employee's supervisor.

2. Grievances. A grievance may be brought concerning any dispute or disagreement concerning these policies, the relationship of the employee with EGM, the relationship of the Grievant with other employees or with clients, or as the result of a disciplinary action short of termination. Employees participating in the grievance process are expected to conduct themselves with dignity and respect for others at all times.

3. Grievances Other than Against the CEO.

- a. Step 1. The employee must raise the grievance within five (5) working days of the event giving rise to the grievance by presenting it to his or her immediate supervisor. If the grievance involves conduct suspected by the employee to constitute harassment (see Section II above) by a supervisor, the employee may present the grievance to a higher level supervisor or in accordance with Section II.B. The responding supervisor will respond in writing within ten (10) working days.
- b. Step 2. If the employee is unhappy with the supervisor's response, the employee may then present the grievance, in writing, and within five (5) working days of the response at Step 1, to the next level supervisor. That supervisor shall respond to the grievance in writing and within ten (10) working days.
- c. Step 3. If the employee is unhappy with the supervisor's response, the employee may then present the grievance, in writing, and within five (5) working days of the response at Step 1, to the CEO. The CEO shall respond in writing within ten (10) working days of the response at Step 2, and the CEO's response shall be final and shall conclude the grievance.

4. Grievances Against the CEO.

- a. Step 1. The grievance shall be submitted in writing and within ten (10) working days of the date of the event complained of, to the Board Chair.
- b. Step 2. The Board shall have up to thirty (30) calendar days from the Chair's receipt of the grievance to respond; provided that the Board may conduct an informal or formal review, and may conduct a hearing or employ an independent hearing examiner, whose decision shall be advisory only. The Board may extend the time for its response when the Board deems it appropriate to its review. The Board's decision shall be communicated to the grievant and to the CEO. That decision is final and shall conclude the grievance.