



GRIEVANCE POLICY

*Approved by the Vista Grande Public Library Board of Directors —21 Nov 2000
Revised and Approved — 15 Nov 2016, 17-Dec-2019*

The Vista Grande Public Library (VGPL) is committed to providing a work environment free from employment civil rights discrimination. Prompt and decisive action will be taken to resolve employee complaints of any violation.

VGPL is also committed to providing the best possible working conditions for all staff and volunteers. This objective is achieved by developing and maintaining cooperative working relationships among employees and volunteers and encouraging an open and honest atmosphere in which any problem, concern, or question is answered quickly and accurately by the Library Director or Library Assistant.

VGPL realizes that some problems may not be resolved satisfactorily through day-to-day communication. Therefore a formal grievance procedure is provided to allow an employee or volunteer the opportunity to present a written grievance for consideration and reply without fear of reprisal. This process may be used when informal communication does not reach a satisfactory conclusion. Grievance resolutions, if any, are to be consistent with personnel policy and administrative practices.

Definition

A formal grievance is a written appeal, presented by an employee or volunteer, to change a management decision or administrative practice affecting their work or condition of employment. A grievance may relate to the interpretation or application of VGPL policies, procedures or practices. A grievance may also result when one believes there has been improper or unfair treatment with respect to disciplinary action or complaints received that related to sexual harassment or substance abuse. The grievance must state the reason for the belief that unfair or unequal treatment has resulted from the decision or practice, how the grievant was negatively affected, and their desired remedy.

Information regarding grievances is kept confidential to the extent possible unless it is of a nature that represents a hazard to the public. All information related to the grievance is kept in an individual confidential file stored in a locked safe.

Prior to filing a formal grievance, VGPL requests the grievant discuss the issue thoroughly in a conciliatory effort to resolve the problem. If such meeting does not produce a solution to the issue in conformity with VGPL policies and procedures, the grievant may proceed to the formal grievance process for resolution.

Ref: (procedure and form): Grievance Procedure Guidelines and Review Request form