

# Grievance & Disciplinary Procedures

# Policy 1512

*Revised: January 31, 2021*

## Purpose

**Team Member** grievances are of great concern to **BRPC**, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to grievances, **BRPC** has established a procedure for addressing grievances.

## Definitions

- ❑ **Grievance:** Under this policy, a grievance is defined as any event, condition, rule, or practice which the **Team Member** believes violates their civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a **Team Members** member or fellow **Team Member**.

## Responding to Grievances

It is **BRPC's** policy to consider all opinions and points of view. There will be no discrimination against or toward anyone for their part in presenting a grievance. All grievances are handled confidentially.

When issues arise, every effort should be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. If a **Team Member** is not satisfied with informal resolution, they should submit a formal grievance in writing.

- ❑ A grievance should be made within 1 week of the incident and will be addressed by **BRPC** within 10 business days of receipt.
- ❑ **Team Members** will not be subjected to coercion, discrimination, reprisal, or unreasonable interruption of services for voicing complaints or recommending changes. All grievances, and the discussions surrounding them, will be treated as confidential.
- ❑ All submitted grievances must be reported to the **Executive Director** and to the **Board President**, even if resolved without the involvement of the **Executive Director**.
- ❑ All formal avenues for handling of grievances will be fully documented and the **Team Member's** wishes will be considered in the determination of appropriate steps and actions.

## Disciplinary Procedures

Except for situations that call for immediate discharge (see below), **BRPC** prefers to pursue disciplinary action using **progressive, corrective discipline**.

### Progressive Discipline

The intent of progressive, corrective discipline is to give those who engage in conduct detrimental to themselves and/or others an opportunity to learn from the situation, to correct the behavior, and prevent its recurrence. The steps that could be involved in the progressive, corrective discipline procedure for non-major incidents are as follows:

<b>First Offense</b>	<ul style="list-style-type: none"> <li>• A verbal warning will be issued.</li> <li>• Documentation of the verbal warning will be forwarded to the <b>Director of Team Member Programs</b> and will be noted in the <b>Team Member's</b> permanent file.</li> </ul>
<b>Second Offense</b>	<ul style="list-style-type: none"> <li>• A first written warning will be issued.</li> <li>• A meeting will be held with the <b>Team Member</b> and his/her immediate supervisor.</li> <li>• Documentation of the first written warning will be forwarded to the <b>Executive Director</b> to be placed in the <b>Team Member's</b> file.</li> <li>• Suspension may follow for a set length of time determined by the <b>Team Member</b> coordinator.</li> </ul>
<b>Third Offense (or Serious Infraction)</b>	<ul style="list-style-type: none"> <li>• Dismissal from the <b>Team Member</b> program.</li> <li>• Documentation of <b>Team Member</b> dismissal placed in <b>Team Member's</b> file. <b>Team Member</b> is then retired from service.</li> <li>• This step will be taken if all other steps have failed, or if the situation is serious enough to warrant immediate dismissal under BRPC Policies.</li> </ul>

**NOTE:** A **Team Member** has the right to add documentation of his/her interpretation of any incident for which he/she is accused of a policy violation to his/her record.

Disciplinary action under the progressive, corrective discipline procedures shall not involve any prior incident(s) of misconduct occurring more than one year prior to the incident giving rise to the disciplinary action. The **Executive Director** may decide not to proceed to the next level of discipline or may decide that the incident warrants action beyond that of the next level of discipline.

### Immediate Discharge / Eviction

The following are grounds for immediate eviction and/or discharge from **BRPC** premises, events, and programs.

- Inappropriate relationship with a **client**;
- Physical harm, fighting, or personal threats – with or without weapons;
- Sabotage, theft, destruction, or misuse of property belonging to **BRPC**, a **Team Member**, guest, or constituent;
- Unauthorized use of records or other confidential information;
- Engaging in malfeasance or public conduct detrimental to **BRPC**;
- Use of alcohol or controlled substances within the context of a center program or event (except where explicitly permitted);

All such incidents must be reported to the **Executive Director**. Once someone is evicted or discharged, only the **Executive Director** can approve re-entry / re-instatement.