

Procedure Title:

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

PROCEDURE NUMBER: 7-1-8

Policy Title:

Problem Resolution

Effective Date:

2/1/2003

Revision Date:

1/15/2003

**APPLIES TO:**

- Chapter 2380 – Adult Training Facilities
- Chapter 2390 – Vocational Facilities
- Chapter 3800 – Child Residential and Day Treatment Facilities
- Chapter 6400 – Community Homes For Individuals With Mental Retardation
- Chapter 6500 – Family Living Homes
- Supported Living Program

PROCEDURE:

1. Keystone is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Keystone supervisors and management.
2. Keystone strives to ensure fair and honest treatment of all employees. Supervisors, managers and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.
3. If employees disagree with established rules of conduct, policies or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Keystone in a reasonable, business-like manner, or for using the problem resolution procedure.
4. If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.
 - Employee presents problem to immediate supervisor within 7 (seven) calendar days, after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Director of Human Resources or any other member of management.

- Supervisor responds to problem during discussion or within 7 (seven) calendar days, after consulting with appropriate management, when necessary. Supervisor documents discussion.
 - Employee presents problem to Director of Human Resources with 7 (seven) calendar days, if problem is unresolved.
 - Director of Human Resources counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s), if necessary, and directs employee to Executive Director (or his/her designee) for review of problem.
 - Employee presents problem to Executive Director (or his/her designee) in writing.
 - Executive Director reviews and considers problem. Executive Director (or hi/her designee) informs employee of decision within 7 calendar days, and forwards copy of written response to Director of Human Resources for employee's file. The Executive Director (or his/her designee) has full authority to make any adjustment deemed appropriate to resolve the problem.
3. Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

NOTES: