

<b>Policy Name:</b> Problem Solving Policy for Employees (Non-Union)	<b>Section:</b> III Human Resources	<b>Programs:</b> All
	<b>Standard/Area:</b>	<b>Review Date:</b>
<b>File:</b> III.29 Problem Solving Policy for Employees (Non-Union)	<b>Effective Date:</b> 3/25/25	<b>Revised:</b>

## Section I: Intent

Martha's Vineyard Community Services fosters a culture of collaboration and respect. We recognize that there are times when the need arises for an employee to express concerns or complaints in a formal manner. It is important that employees receive a fair and unbiased review of workplace concerns. To support this environment, we have established a problem-solving procedure with the goal of treating every employee fairly and equitably.

*Employees with union representation should refer to the Grievance Procedures outlined in the respective collective bargaining agreement.*

## Section II: Policy

MVCS encourages employees to communicate their concerns or complaints. This will foster a supportive and pleasant workplace for everyone.

## Section III: Procedures

### Step 1: Informal discussion with supervisor

Employee concerns should first be discussed with the employee's immediate supervisor. Many concerns can be resolved informally when an employee and supervisor take time to review the concern and discuss options to address the issue.

### Step 2: Written complaint to supervisor

If the employee is not satisfied with the results of the informal discussion in Step 1, the employee may submit a written complaint within five business days to his or her immediate supervisor so that the information regarding the complaint is current. The complaint should include the following information:

- The nature of the complaint.
- Detailed information including evidence/support of the issue, witnesses, related policies, etc.
- The remedy or outcome desired.

The immediate supervisor will have five business days to respond to the employee in writing.

If the employee complaint is regarding illegal harassment, including but not limited to sexual, racial discrimination or retaliation, the complaint should be dealt with by following the procedures explained in the Status: Final 3.25.25



EEO Statement and Non-Harassment Policy #3.2. Any complaints of harassment may be made directly to the Vice President of Human Resources.

\* Definition of a complaint: a complaint is the formal process by which an employee objects to something s/he believes is unjust or is an inequitable condition of employment or application of a policy.

\*The CEO may make an exception to the five business days' time limits.

\* The complainant may, at any time, discuss the next steps with HR.

### **Step 3: Written complaint to senior management**

If the employee is not satisfied with the response from the immediate supervisor, the employee may submit a written complaint to the next level senior manager for review within fourteen days of receiving their manager's response. A copy of the written complaint should also be sent to HR. The request for review should include:

- An explanation of the complaint and details of all previous efforts to resolve the issue.
- A copy of the written complaint submitted to the immediate supervisor.
- A copy of the immediate supervisor's written response to the employee's complaint.
- Detailed information regarding the employee's dissatisfaction with the immediate supervisor's response.
- The parties, at each step, may mutually agree to extend the time allotted for response by written agreement.

Senior management will consult with the employee's immediate supervisor, HR and any other relevant parties to evaluate the complaint and provide a written response to the employee. The outcome of the review by senior management will be final unless new evidence or other circumstances warrant additional review of the complaint.

**Record-keeping** - HR will maintain records of the complaint process confidentially and securely.

Nothing in this Problem-Solving procedure in any way alters the employment-at-will relationship between the employee and Martha's Vineyard Community Services.

## **Section IV: Distribution and Training**

This Policy and associated attachments are distributed on the MVCS shared Drive (P) and also on the Employee Portal. Notifications related to new, amended, or reviewed policies will be communicated to MVCS leadership and program directors for dissemination to their staff as appropriate. The policy may be directly disseminated to appropriate staff and/or staff groups via email notification after initial dissemination to leadership as per direction of the CEO or designee. The dissemination will be performed by the Chief Administrative Officer.

## **Section V: Legal, Regulatory, Accrediting, and Other Related References and Resources**

Attachments include *Written Complaint to Supervisor/HR* and *Written Complaint to Senior Management* Forms.

Status: Final 3.25.25



## Written Complaint to Supervisor/HR

Date of Incident: \_\_\_\_\_ Date reported: \_\_\_\_\_ to ☐ Supervisor ☐ HR Name:

\_\_\_\_\_ Title: \_\_\_\_\_ Program: \_\_\_\_\_

Nature of the complaint:

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Detailed information (including evidence of the issue, witnesses, related policies):

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Remedy or outcome desired:

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\_\_\_\_\_  
Employee Signature                      Date

\_\_\_\_\_  
Supervisor/HR Signature              Date



## Written Complaint to Senior Management

Date of Incident: \_\_\_\_\_

Date reported: \_\_\_\_\_ to ☐ Supervisor ☐ HR

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Program: \_\_\_\_\_

Nature of the grievance:

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Previous efforts to resolve the issue:

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Detailed information regarding dissatisfaction with the immediate supervisor's response:

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☐ Copy of written complaint to supervisor attached

☐ Copy of Supervisor's response attached

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Senior Management Signature

\_\_\_\_\_  
Date