

Support Volusia Grievance Policy

Introduction

Although we seek to provide a place in which all employees and volunteers feel that they are an important part of Support Volusia, and where they feel fairly treated, there may be times when you have a dispute with a supervisor or the Organization which can best be resolved through a formal procedure for dispute resolution. All disputes between any employee/volunteer and the Organization are to be resolved by in accordance with the following procedure. Please note, however, that the Organization reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and the Organization or to constitute any part of a contract between you and the Organization.

Any dispute between you and the Organization may be resolved using this grievance procedure.

A grievance is a complaint by an employee/volunteer concerning any matter related to the person's involvement with the Organization. All grievances must be in writing. You must state clearly and concisely all the known facts related to your grievance, including "who, what, where, when and the why." Clearly explain why you disagree with act or omission that forms the basis for the grievance. Also explain what remedy you are requesting. You must sign and date the grievance.

Grievance Procedure

Preliminary Step

You must first address your grievance with your immediate supervisor. This may be done orally in informal discussion. If your informal attempts to resolve the matter are not successful, you may implement the formal grievance process.

Step 1

You must first submit your grievance in writing to your immediate supervisor. Grievances must be submitted within [30] calendar days following the date you first knew or should have known of the grievance. If you do not submit the grievance within the [30] day period, you waive your right to assert it.

Your supervisor will respond in writing within ten (10) days following receipt of your grievance. All grievances and replies in Step 1 must be in writing. If the grievance is not settled in Step 1, then you may proceed to Step 2.

Step 2

Within ten (10) days following your receipt of the written answer to your Step 1 grievance from your supervisor, you may appeal the disposition of your grievance by your supervisor to your Committee Chair. The Committee Chair will then undertake an investigation of your grievance and the underlying facts. Within 15 business days following receipt of your grievance the Committee Chair will meet with you in person to discuss your grievance. The Committee Chair will then provide a written response to your grievance within 15 business days following the date of your meeting.

Step 3

If you are not satisfied with the response of the Committee Chair at Step 2, you may submit your grievance to the President of the Organization or the President's designee for review within five (5) days following receipt of the written response from your Committee Chair. The President or his or her designee will review the grievance and provide a written response within 15 business days following receipt of the Step 3 grievance.

Step 4

You may appeal a Step 3 grievance to Step 4 and request final and binding arbitration of your grievance. The request for arbitration must be in writing and must be made within 30 days following receipt of the response of the President or the President's designee at Step 3.

Upon receipt of your request, the parties will choose an arbitrator. If the parties cannot agree upon the choice of an arbitrator, then you and the Organization will ask the American Arbitration Association to appoint an arbitrator to hear your case.

All fees or expenses of arbitration, including, without limitation, the arbitrator's fees and expenses and rental of a venue for the arbitration, if necessary, shall be borne equally by the parties. Each party will pay its own attorneys' fees or costs other than the arbitrator's fees and expenses.

The grievant bears the burden of proof as to the validity of the grievance.

The decision of the arbitrator shall be in writing and the decision is final and binding. Arbitration is the exclusive forum for resolution of discipline and discharge cases, and both the Organization and you waive your right to bring any action in court or to enjoy trial by jury. Either party may, however, seek to enforce an arbitrator's award in a court of competent jurisdiction.