



Leech Lake Band of Ojibwe General Administration Personnel policies

Grievance/Complaint Process 300.6

- a. The LLBO is committed to providing the best possible working conditions for its employees. The purpose of the grievance/complaint process is to provide a uniform and equitable method of resolving grievances in a timely manner at the lowest possible level of supervision not to exceed five (5) working days.
- b. The grievance process is intended to assure an employee's grievance/complaint will be heard and that corrective action taken will be without reprisal or discrimination against the employee submitting the grievance.
- c. Any employee may file a grievance at the lowest level of supervision, as the first step, following the chain-of-command, regarding any violations of LLBO policies and procedures or regarding unsafe or unhealthy working conditions. (*see 100.10*)
- d. The Human Resources Division will review employee's submitted grievance and determine the validity as the last step of the grievance process.

Grievance Procedure:

- a. All employees are encouraged to bring concerns that affect their attitude or ability to perform their jobs to the attention of their supervisor. Open communication between supervisors and their staff should solve most concerns, that arise, in a timely manner.
- b. The employee presents written documentation of the grievance to the supervisor. The supervisor must answer within **five (5) working days**. If the employee is dissatisfied with the outcome he/she can take the grievance to the next level. No response from a supervisor will be grounds to take it to the next level. Administrative action will be taken against the supervisor for failure to address the grievance. If the supervisor is involved with the grievance, the supervisor will be given the opportunity to review the grievance and respond to the employee no more than **five (5) working days**. Grievances that do not follow the chain of command will not be considered. Grievances that have been submitted through the chain of command and not resolved will be forwarded to the Employee Relations Manager of Human Resources.
- c. Once a grievance is received by the Employee Relations Manager, it will be reviewed and a Human Resources designee may meet with the complainant's division management staff and discuss any recommended actions that may need to take place. The employee will be notified of the results as soon as a decision has been made, **not to exceed fifteen (15) working days**. *If the process exceeds fifteen (15) working days, the employee will be notified that an extension of time is required which will not exceed fifteen (15) additional working days.*

COMPLAINT: A complaint is when an employee's formal expression of disagreement or dissatisfaction with aspects of employment such as working conditions, hours of work, environment, relationship, with supervisor or other employees, policies, or decisions of the department considered by the employee to be inappropriate, harmful, or unfair.

GRIEVANCE: A grievance is an employee's formal expression of disagreement or dissatisfaction with adverse personnel action involving alleged discrimination under law, a decrease in salary, demotion, or suspension without pay.

Make a copy of this for your file and submit to your supervisor.



Step One
Grievance/Complaint Form

(REMEMBER TO FOLLOW YOUR CHAIN OF COMMAND DURING THIS PROCESS)

Name of employee

Department/Division

Worksite Telephone #

Date

A. What happened? *(Please describe the problem in detail and address main issues, use additional paper if needed)*

B. Who was involved? _____

C. When did this happen? _____

D. Where did this happen? _____

E. What action/relief are you seeking? _____

Employee Signature

Date



SUPERVISOR USE ONLY:

The above descriptions are classified as: _____ Complaint
_____ Grievance

Action taken by the Supervisor: _____

Lined area for handwritten notes or signatures, consisting of 20 horizontal lines.