

Grievance and Dispute Resolution Policy

Many problems tend to arise out of misunderstanding or incomplete information and hidden problems often grow out of proportion to the original issue. Therefore, the Company encourages employees to bring to the attention of management concerns or complaints about work-related conditions or problems by establishing a process that enables employees the opportunity to present these complaints through a formal grievance and dispute resolution process.

DEFINITION

An employee grievance is defined as dissatisfaction of an employee, as it relates to concerns about the conditions of employment or treatment by other personnel.

PROCEDURES

1. All employee complaints or grievances should be resolved fairly and promptly.
2. Employees are encouraged to use the grievance procedure and are not penalized for doing so.
3. If an employee has a complaint or grievance, the employee should verbally report the circumstances to his/her Supervisor who will address the problem. If the employee believes that the issue has not been resolved to his/her satisfaction, he/she may file a formal grievance.
4. To file a formal grievance, the employee should 1) report grievance in writing to his/her Supervisor and or 2) the employee should report grievance to the Human Resources Department (1456 Ferry Road, Doylestown, PA 18901 or email: hmcclouskey@endocenters.com). If the employee does not feel comfortable filing a grievance with his/her Supervisor, they should submit the grievance directly to the Human Resources Department. If the grievance is related to the Supervisor the employee should feel comfortable bypassing the Supervisor and going directly to the Human Resources Department.
5. The Supervisor considers the grievance and should report the grievance to the Center Administrator and or the Human Resources Department.
6. A member of the Center staff, either the Supervisor or the Administrator or a combination of both, will follow up with the employee confirming receipt of the grievance and the plan of action to research the issues outlined in the grievance.
7. Information concerning an employee grievance is received in confidence, and the grievance is discussed only with those involved in its processing, review & determination of outcome.
8. Time spent processing grievances in discussions with management during working hours is considered hours worked.
9. If two or more employees have a common or similar grievance, the Administrator or HR Mgr. may select one of them to represent all employees concerned; the final decision rendered is binding on all members.
10. It is very important that grievances be filed within in a timely manner. It complicates an investigation if a grievance is filed a long time after the incident occurs.
11. Grievances brought to a physician will be directed back to the Administrator for review.
12. Employees should feel comfortable coming forth with a grievance. Employees should realize that they will not be retaliated in any way for coming forth. It is the Center's objective to make sure that the work environment is a free of issues. We take every grievance seriously.