

The following policy applies to MLA employees and outlines the procedure for addressing employee complaints and problems.

While this document recognizes that the MLA directors serving on the board are not employees of MLA, they are asked to sign this acknowledgement of the process to ensure directors' understanding of the policy and outlined procedures as they apply to employees.

It is the policy of the Association to:

1. Encourage Employees to discuss complaints fully at the time a problem arises;
2. Resolve promptly Employee complaints;
3. Maintain a fair relationship with Employees who identify and discuss their complaints with their supervisor; and

An Employee who believes he or she has been dealt with unjustly may discuss his or her complaint with his or her supervisor. The Association recognizes and endorses the importance of bringing to light and adjusting problems promptly. The initiation of the problem-solving procedure in good faith by an Employee will not reflect on the Employee's standing or desirability to the Association.

An Employee's sole and exclusive method for reviewing employment decisions affecting the Employee is through the problem-solving procedure. It is the Employee's responsibility to pursue each step within the specified time limits. Failure to do so will be considered a final resolution of the problem presented as of the Association's last response.

Problem Solving Procedure:

Step 1 : In the event an Employee has a problem or complaint, he or she shall have the right to present the matter to his or her immediate supervisor in writing within five calendar days of the act or occurrence, giving rise to the matter. The matter will be discussed informally with the supervisor. The supervisor will make every effort to resolve the matter immediately but must provide the answer within five working days following the presentation of the matter by the Employee. The answer will be oral unless the Employee has presented the matter in writing and has requested a written reply.

Step 2 : If the problem or complaint is not satisfactorily resolved in Step 1, it may be presented to the Executive Director within five working days of the immediate supervisor's decision. When submitting the matter in writing in either Step 1 or Step 2, the Employee should state the specific details and nature of the matter as it affects him/her personally and the corrective action desired. The Executive Director shall give his or her answer, in writing, within five working days.

Step 3: If the problem or complaint is not satisfactorily resolved in Step 2, or if the Employee reports directly to the Executive Director, the Employee may appeal the matter to the Executive Committee. The appeal must be submitted within five working days after the Employee's receipt of the Executive Director's response; or within five working days of the incident as noted in Step 1. The Executive Committee will respond in writing within thirty days of the appeal. The decision of the Executive Committee shall be final in all matters.

Acknowledgement

I have read, understand, and agree to observe MLA's Problem Solving Policy as it is written above.

Print Name

Position

Signature

Date