

18 PROBLEM SOLVING

18:1 Complaint Procedure

F.R.I.E.N.D.S. is committed to providing a safe and productive environment, free of threats to the health, safety, and well being of our employees and participants. Any employee who witnesses or is subject to inappropriate conduct has the right to make a complaint. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules, violence, and financial improprieties. Any employee who witnesses, becomes aware of, or is subject to, the named or unnamed aforementioned threats has the right to make a complaint. This includes inappropriate conduct prohibited by our policies, such as, harassment, discrimination, workplace violence, health and safety, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies. F.R.I.E.N.D.S. expects employees to make a timely complaint to enable the administration to investigate and correct any behavior that may be in violation of our policies. Report the incident to the Executive Director, both verbally and in writing, so that an investigation can occur and corrective action can take place. If the Executive Director is the suspected violator the employee should contact the Board President. For serious complaints, F.R.I.E.N.D.S. will immediately conduct a complete and impartial investigation. All complaints will be handled as confidentially as possible. F.R.I.E.N.D.S. prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined above. If F.R.I.E.N.D.S. determines that an employee's behavior is in violation of this policy, disciplinary action will be taken, which may include employment termination.

18:2 Open Door Policy

F.R.I.E.N.D.S. encourages open and honest communication and maintains an open door environment. If you have a question, concern, or problem related to work, discuss this with your immediate supervisor as soon as possible. If you do not feel free to share this matter with your supervisor, raise the issue with the Executive Director. If issues are not resolved satisfactorily, formal problem solving assistance should be requested of the Executive Director. If your complaint involves the Executive Director you may contact the President of F.R.I.E.N.D.S. Board of Directors.