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| A picture containing logo  Description automatically generated | Subject of Procedure: | **Complaint Process** | |
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The purpose of this procedure applies to all CareLink employees.

**Definitions**

Discrimination Unfair treatment because of race, color, religion, sex (including sexual orientation, gender identity or pregnancy), national origin, older age (age 40 and older), disability, or genetic information.

Harassment Unwelcome conduct that is based on race, color, religion, sex (including sexual orientation, gender identity or pregnancy), national origin, older age (age 40 and older), disability, or genetic information.

**Step 1:**

When an employee has an issue regarding a work-place aspect of employment such as perceived favoritism, inter office conflict, lack of communication, micromanagement, etc., they are encouraged to approach their immediate supervisor/manager first to discuss issues and attempt to resolve them.

**Step 2:**

Should the employee be dissatisfied with the response given by their immediate supervisor they are then to present the issue to the next level manager/director. The manager should review the issue with the supervisor and manager and attempt to come to a resolution.

**Step 3:**

If an employee has brought their issues up their leadership chain and is still unsatisfied with the resolution attempts, they should refer the issue to the HR Director. The HR Director will hear the complaint and mediate a resolution with the employee and the supervisor.

Any complaint of discrimination or harassment should be reported to the HR Director immediately for investigation.