

GRIEVANCE and APPEALS POLICY

EMPLOYEE GRIEVANCE AND APPEALS POLICY and PROCEDURE

LifeSpan...A Community Service wishes to provide a comfortable, productive, legal, and ethical work environment. To this end, the company wants you to bring any comments, suggestions, or concerns you have about the work place to the attention of your supervisor and, if necessary, to upper level management. In light of these concerns, we have instituted the following procedure:

You have the following options:

Informal Process: You may bring up your suggestions to your direct supervisor or the Human Resource Manager, verbally in an informal meeting.

Issues, which are brought up through the informal process, will be addressed to resolve the issues. Informal discussions are not typically documented and may not reach action.

“GO” Form: A “GO” form may be completed and returned to the Quality Manager who will assure the appropriate person is involved. Forms may be signed or completed anonymously.

If you feel that there is inappropriate conduct or activity on the part of the company, management, its employees, vendors, customers, or any other persons or entities related to the company, we request that you bring this concern to the immediate attention of your supervisor. Please try to approach your supervisor during a time that will allow the supervisor to properly listen to your concerns. If you have discussed this matter with your supervisor previously and you do not believe that you have received a sufficient response, we request that you present your concerns to the Human Resource Manager in writing. Please indicate what the problem is, persons involved in the problem, and any suggested solution you may have to the problem. **If you feel this issue is a violation of corporate compliance (fraud, waste, errors or omission) contact the LifeSpan Corporate Compliance Officer. No retaliation shall result against you for reporting any issues to any entity inside or outside LifeSpan. SEE CORPORATE COMPLAINT PLAN!**

If you do not receive a sufficient response to your written complaint within five (5) working days from providing it to your supervisor and the Human Resource Manager, you should contact the Executive Director.

If you consider the matter an emergency, legal, ethical or safety issue, inform your supervisor and the Recipient Rights Advisors immediately. The company may have a conference with you and your supervisor or with both of you individually. You may also be asked, or on your own choice, fill out an Incident and Accident Report.

It is the purpose of this grievance procedure to help maintain a positive work environment with respect and responsibility towards each other. The grievance procedure is also intended to avoid unnecessary employee claims and company legal exposure. The company cannot promise that your specific grievance or complaint will result in the action you request or that you will be

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satisfied with the outcome of the grievance procedure, but if your preferred outcome is not the result, you will be aware of the reasons, to the fullest extent allowed by law.

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