



WADSWORTH PUBLIC LIBRARY EMPLOYEE MANUAL

Chapter: Fair Treatment Policy
Section Number: 8.1
Section Name: Fair Treatment Policy
Last Revised:

- A. Every employee has the right to discuss and/or disagree with management about the employment relationship. A formal complaint exists when an informal resolution to a dispute cannot be achieved and the employee making the complaint has submitted a written complaint to his/her immediate supervisor.
- B. Settlement of complaints must be at the earliest possible step of the procedure with the employee proceeding through each step within the prescribed time limits. Where a complaint cites issues of law that the supervisor hearing the complaint cannot address, the complaint will be sent to the Prosecutor's office for an opinion before proceeding. All time limits stated in this procedure will be held in abeyance until a response from the Prosecutor is received. A complaint regarding alleged violations of civil rights (discrimination on the basis of race, color, age, religion, creed, sex, national origin or ancestry, political affiliation or qualifying disability) should be brought to the attention of the Director.
- C. The following procedure will be used in processing a complaint:
 1. Informal Resolution: Within five (5) workdays of the event prompting the complaint, the employee must meet with his/her supervisor or an appropriate management level employee to try to resolve the issue.
 2. Level One: If the issue is not successfully resolved through the informal resolution step, the employee may, within five (5) workdays of the informal resolution meeting, file a written complaint with his/her supervisor. The written complaint must state the reason for the complaint and the requested resolution. The supervisor will reply in writing to the written complaint within five (5) workdays of its receipt.
 3. Level Two: If the Level One response is not acceptable, the employee may, within five (5) workdays of its receipt, appeal in writing to the Director. The Director will respond in writing within five (5) workdays of receipt of the appeal. The Director's decision will be final.
- D. Copies of each complaint, response and correspondence about the complaint will be filed with the Director on the day of its execution or receipt. Complaints will not be made a part of an employee's personnel file.