

Staff Problem Resolution

Updated: 03/19/2010

All HCHC staff has the right to an equitable and respectful work environment. If an employee believes a manager has acted against him/her in violation of this right, the employee should first seek resolution informally through the department's management and/or via utilization of the "**Problem Resolution Procedure**" available through the HCHC Human Resources Department and copied below.

If informal processes do not resolve the dispute, the employee is instructed to refer to the HCHC **Faculty and Staff Grievance Policy**, also copied below.

Problem Resolution

Effective Date: 3/19/2003

Hellenic College is committed to providing the best possible working conditions for our employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from College supervisors and management.

Hellenic College strives to ensure fair and honest treatment of all employees. We expect supervisors, administrators, and employees to treat each other with mutual respect. We encourage employees to offer positive and constructive criticism to each other.

If you disagree with employment policies or practices, you can express your concern through the problem resolution procedure. You will not be penalized, formally or informally, for voicing a complaint with the College in a reasonable, professional-like manner, or for using the problem resolution procedure.

If a situation occurs when you believe that a condition of employment or a decision affecting you is unjust or inequitable, you are encouraged to make use of the following steps. You may discontinue the procedure at any step.

1. You present the problem to your supervisor after the incident occurs. If your supervisor is unavailable or you believe it would be

inappropriate to contact that person, you may present the problem to the Chief Operating Officer.

2. The supervisor responds to the problem during discussion or after consulting with the appropriate administrator, when necessary. The supervisor documents the discussion.
3. You present the problem in writing to the Human Resources Director if the problem is unresolved.
4. The Human Resources Director counsels and advises you, assists in putting the problem in writing, visits with your managers, if necessary, to review the problem.
5. The Chief Operating Officer reviews and considers the problem. The Chief Operating Officer informs you of the decision and forwards a copy of the written response to the Human Resources Office for your file. The Chief Operating Officer has full authority to make any adjustment deemed appropriate to resolve the problem. The Chief Operating Officer's decision is final. No further appeal options are available.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.