



Grievance Procedure

The Roeliff Jansen Community Library endeavors to establish and maintain a safe and positive working environment and harmonious working relationships among all staff members. Differences of opinion and potential conflicts are inevitable in the workplace. The purpose of this procedure is to attempt to achieve equitable solutions to the problems that may arise from time to time. Staff can raise concerns without fear of reprisal.

Informal resolution of disputes is encouraged. However if such measures are insufficient and a matter is deemed important, the following steps may be taken:

- Before the start of a formal grievance, an employee should discuss the problem with the Library Director, or if the grievance is with the Director or if the Director has a concern, with the President of the Board of Trustees or the Chair of the Human Resources Committee and attempt to agree upon a plan to resolve it.
- If informal resolution is not successful, a written statement of the grievance may be submitted to the Library Director, or, in the case of a grievance about or by the Director, to the President of the Board of Trustees or Chair of the Human Resources Committee. If the grievance is in regard to a specific incident, this step should be initiated no more than two weeks after the occurrence. Within five days of receipt of the grievance, the Director, President, or Chair will meet with the employees and/or volunteers concerned and attempt to work out a resolution.
- If the employee or volunteer is still not satisfied, the employee may appeal the decision in writing to the President of the Board of Trustees or the Chair of the Human Resources Committee for consideration by the Board of Trustees. The written request must be submitted via the Library Director and must be received at least one week prior to the meeting of the Board of Trustees. A hearing before the Board of Trustees will be granted. Within two weeks of the meeting, the Library Board shall communicate its decision in writing to the employees involved, including the Library Director. The determination of the full Library Board will be final.

Approved by the Board of Trustees January 8, 2013; Reviewed and Amended November 15, 2022

Roeliff Jansen Community Library
Grievance Form

Date _____

Employee Submitting Form _____

Title _____

Grievance Statement

Specify the matter at issue or dispute with a clear and concise statement of the nature of the grievance, including when the incident or situation leading to the grievance occurred, if applicable:

Solution Sought

Please indicate your desired remedy or solution to the grievance.

Prior Discussions/Meetings

Please indicate the dates and results of prior discussions and/or meetings relative to the grievance.