

Reliable Community Alternatives
5416 Veterans Memorial Blvd.
Suite #315
Metairie, LA 70003

Employee Grievance

It is the policy of Reliable Community Alternatives, Inc. that our employees have the opportunity to present any complaints to management and have the right to appeal decisions through a grievance procedure. It is the intent of Reliable Community Alternatives Inc. to investigate and resolve and grievances promptly.

All grievances must be submitted in writing to the Supervisor. If the grievance involves the Supervisor, grievances must be submitted to the Director instead. If the Supervisor is not involved, the Supervisor will review the employee's complaint, and then investigate the grievance within 24 hours. After a through investigation, a meeting will be scheduled with the parties involved and decisions will be given orally and in writing. The decision will be given to the Director within (3) calendar days of the complaint. By the 3rd calendar day, the Supervisor will prepare and submit a written summary of the grievance and the proposed solution. The Supervisor will then forward a copy of the resolution to the employee, to the administrative office to be filed in employee's file, and the Executive Director.

If the employee is dissatisfied with the Supervisor's decision, the employee/family appeals the decision. The appeal must be submitted to the Executive Director in person or in writing. The Executive Director will attempt to resolve the grievance.

An employee may report any grievance without fear of harassment or retaliation from any employee of Reliable Community Alternatives, Inc.

I HAVE READ AND UNDERSTAND THIS PROCEDURE

Employee

Date

RCA Representative

Date