



Recovery Community Network

Employee and Participant Grievance Policy

1. Purpose

The purpose of this grievance policy is to provide employees and participants with a clear and transparent process for raising concerns, complaints, or grievances related to their employment and or the RCN (CPRS) Peer services and programming. The goal is to address these issues in a timely, fair, and constructive manner, ensuring a positive and respectful space.

2. Scope

This policy applies to all employees and participants, regardless of position or contract type, who wish to raise a grievance related to:

- Work environment or conditions
- Work relationships with colleagues, supervisors, or management
- Job duties and responsibilities
- Pay, benefits, or other terms of employment
- Any form of harassment, discrimination, or unfair treatment
- Peer to Peer services
- CPRS Conduct

3. Grievance Procedure

Employees and participants are encouraged to resolve grievances informally by discussing the issue directly with the person(s) involved, the acting CPRS supervisor, RCN Operations Manager, RCN Director or for RCN employees, their immediate supervisor. If this is not possible, or if the issue is not resolved, the following formal process should be followed.

Step 1: Submitting the Grievance

- The employee should submit their grievance in writing to Operations / Program Manager or RCN Executive Director. RCN engaged Participants should submit their grievance to

the CPRS Supervisor, Operations / Program Manager or Executive Director. The grievance must be completed on the proper form and must include:

- A clear description of the issue or concern
 - Relevant facts, including dates and names of individuals involved
 - Any actions the employee has taken to resolve the issue informally (if applicable)
 - The desired outcome or resolution
- The grievance must be submitted within 10 days of the occurrence of the issue.

Step 2: Acknowledgment

- Upon receipt of the written grievance, the receiving party or supervisor will acknowledge receipt in writing within 10 business days.

Step 3: Investigation

- The Operations Manager, CPRS Supervisor or a designated manager will conduct a thorough investigation into the grievance. This may involve:
 - Interviewing the employee or Peers and any witnesses
 - Reviewing relevant documentation or evidence
- The investigation will be conducted impartially and confidentially, ensuring that no party is treated unfairly or retaliated against for participating in the process.

Step 4: Resolution

- Once the investigation is complete, the person conducting the investigation will provide a written response to the employee / Participant, outlining the findings and any proposed actions or resolutions.
- If disciplinary action or changes to workplace practices are required, the necessary steps will be taken in accordance with company policy.

Step 5: Appeal Process

- If the employee / Participant is not satisfied with the resolution, they may appeal the decision by submitting a written appeal to a higher-level manager or an impartial review committee.
- The appeal must be submitted within 10 days of receiving the initial decision.
- The appeal process will include a review of the investigation, and a final decision will be communicated in writing within 10 days.

4. Confidentiality

All grievances and related information will be handled confidentially. Only those directly involved in the grievance process, including the employee, relevant supervisors, HR, and witnesses, will have access to the details of the case.

5. Non-Retaliation

Employees / Participants who raise a grievance in good faith will not be subject to retaliation, harassment, or any adverse employment consequences. Retaliation against any employee / Participant involved in the grievance process will not be tolerated and may result in disciplinary action.

6. Timeframes

The company aims to resolve all grievances within 20 business days from the time they are formally submitted. However, more complex grievances may require additional time, and in such cases, the employee will be informed of the extended timeline.

7. Record-Keeping

All documents related to grievances, investigations, and resolutions will be maintained by RCN Management in a secure, confidential file separate from the employee's personnel file.

8. Policy Review

This grievance policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations.

9. Contact Information

For any questions regarding this policy or the grievance process, employees may contact the following RCN staff in the following appropriate order:

RCN CPRS Supervisor - 320-342-2236 ext 106

RCN Operations Manager - 320-342-2236 ext 113

RCN' Executive Director - 320-342-2236 ext 112
