

**Partnership for Children of Cumberland County, Inc.**  
**Human Resources Policies and Procedures**

**Employment Information – Rules of Conduct**  
**Section 503 – Problem Resolution**

**1. General Information**

- a. The Partnership for Children of Cumberland County, Inc. (PFC) is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, or question receives a timely response from PFC supervisors and management.
- b. PFC strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.
- c. 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 and helps to ensure everyone's job security.

**2. Policies**

- a. If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with PFC in a reasonable, business-like manner, or for using the problem resolution procedures.
- b. If a situation occurs when an employee believes that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the problem resolution procedures. The employee may discontinue the procedures at any step.
- c. The President will provide a written response to problems presented through the problem resolution procedures **within five (5) business days**.
- d. All reports will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.
- e. Information will be shared with the Human Resources Coordinator and may be shared with other supervisory/management staff; this will be determined by the President on a case by case basis.
- f. Documentation prepared through this process will be maintained in the employee's personnel file located in the Human Resources Coordinator's office.
- g. The President has full authority to make any adjustment deemed appropriate to resolve the problem and the decision of the President shall be final.