

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


Employment Information – Rules of Conduct
Section 503 – Problem Resolution

3. Procedures

- a. The problem resolution procedure should be utilized when an issue has arisen that cannot be resolved through one on one conversations between an employee and a co-worker, supervisor, manager, department head, etc.
- b. If the issue is not resolved through a one on one conversation and the employee believes a formal process should be initiated:
 - i. The employee may present the problem, in writing, to his or her immediate supervisor within 10 calendar days after the incident occurs.
 - ii. The supervisor will discuss the situation with the employee within 10 calendar days after the employee brings the problem to the supervisor. The supervisor must document the discussion.
 - iii. The employee may present the problem to the Human Resource Manager within 10 calendar days after discussing it with his or her supervisor, if the employee believes that the problem is unresolved.
 - iv. The Human Resource Manager will present the written problem to the President for review along with all other documents pertaining to the issue.
 - v. The President reviews and considers the problem. The President will inform the employee of the decision through a written response within 5 days. A copy of the written response will be given to the Human Resource Manager for the employee's file and the employee supervisor.
- c. If the supervisor is unavailable to address the problem or the employee believes it would be inappropriate to contact his or her immediate supervisor, the employee may present the problem to the Human Resource Manager or to any other member of management.
 - i. The Human Resource Manager is available to council the employee; assist them in putting the problem in writing and/or meeting with the employee's supervisor, if necessary.
 - ii. The Human Resource Manager will present the written problem to the President for review along with all other documents pertaining to the issue.
 - iii. The President reviews and considers the problem. The President will inform the employee of the decision through a written response within 5 days. A copy of the written response will be given to the Human Resource Manager for the employee's file and the employee supervisor.
- d. Information will be shared with the Human Resources Manager and may be shared with other supervisory/management staff; this will be determined by the President on a case by case basis.
- e. The President has full authority to make any adjustments deemed appropriate to resolve the problem and the decision of the President shall be final.

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President

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