

**PURPOSE:** To set guidelines to effectively address grievances from staff.

Definition of a Grievance: "Grievance" shall mean any difference concerning the interpretation, application, operation, or alleged violation of the Brooks Public Library's bylaws, policies, or code of conduct.

1) Pre-Grievance Discussions

Discussion with the Library Manager should occur in an effort to resolve the difference prior to proceeding to the grievance procedure.

2) Grievance Procedure

Aggrieved employees shall, within fourteen (14) calendar days of the occurrence of the grievance, submit a written grievance to the Library Manager. The Library Manager shall make a decision in regards to the grievance and shall provide this decision, in writing, to the aggrieved within fourteen (14) calendar days of receiving the written grievance.

If the grievance cannot be resolved satisfactorily in this manner, either party may, within fourteen (14) calendar days, submit the written grievance to the Brooks Library Board's Human Resources & Finance Committee. The Committee may choose to appoint 2 or more board members to investigate and/or conduct interviews. The Committee or its designates shall render a decision with respect to the grievance within thirty (30) calendar days of the submission of the grievance.

3) Grievance Procedure: Library Manager

If the aggrieved employee is the Library Manager or the grievance specifically pertains to the conduct of the Library Manager, the employee shall, within fourteen (14) calendar days of the occurrence of the grievance, submit a written grievance to the City of Brooks Library Board's Human Resources & Finance Committee. The Committee may choose to appoint 2 or more board members to investigate and/or conduct interviews. The Committee or designates shall review the grievance and make a recommendation to the Library Board within fourteen (14) calendar days of receiving the written grievance. The


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Board Chair

Date Approved: March 26th, 2018

Board shall then render a decision with respect to the grievance within thirty (30) calendar days of receiving the Committee's recommendation.

All grievance procedures and decisions will be documented in committee and/or board meeting minutes. The Resolution Notification (Attachment A) must be signed by all involved parties. It is recommended that personal documentation be retained by those involved in the investigation.

A background image showing a stack of books with a decorative pattern on the left side.

Approved by: \_\_\_\_\_  
Board Chair  
Date Approved: March 26th, 2018

Attachment A – Resolution Notification

Date of HR&F Committee review of written complaint:  
Complaint Summary:

Names of Designates assigned to investigation:  
Listing of interviews conducted:

Findings:

Prescribed Resolution:

Complainant: \_\_\_\_\_

HR&F Chair or Designate: \_\_\_\_\_

Board Chair: \_\_\_\_\_

Others (as required):

\_\_\_\_\_  
\_\_\_\_\_

Signatures here indicate that individuals have been notified of resolution and do not necessarily imply agreement with the decision

Approved by: \_\_\_\_\_

Board Chair

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