EMPLOYEE COMPLAINT, CHAIN OF COMMAND AND GRIEVANCE PROCEDURE

The following procedure exists to ensure fair and prompt resolution of complaints and/or grievances brought forth by employees of Benco. The steps provided are built on the belief that open communication between employees is essential for good morale and is the first avenue toward problem resolution.

Step 1: If an employee has a complaint with another employee, they should first openly communicate with that employee and seek resolution. While no documentation is required, it would be helpful to document the discussion and the date.

Step 2: If employee-to-employee resolution does not occur, the complaining employee may bring the issue to their immediate supervisor. While no documentation is required, it would be helpful to document the discussion and the date.

Step 3: If employee-to-supervisor resolution does not occur, the complaining employee should request a meeting with the Residential Director. While no documentation is required, it would be helpful to document the discussion and the date.

Step 4: If the employee to Residential Director resolution does not occur, the complaining employee should request a meeting with the Personnel Director and/or Executive director. While no documentation is required, it would be helpful to document the discussion and the date.
If none of the above steps has resolved the employee's complaint the employee should proceed to step 5.

Step 5: The employee should submit written explanation of the complaint to the Personnel Director and/or Executive Director. The written statement must be received by the Personnel Director and/or Executive Director no later than 10-working days after the meeting of the employee with the Personnel Director and/or Executive Director. At this time a Grievance Committee will be appointed and convened to discuss the issue. If indicated, personal presentation by both parties may be requested by the Grievance Committee.
The Grievance Committee is required to complete the investigation and respond to the grievance within two weeks of the employee notifying the Personnel Director and/or the Executive Director in writing. Benco maintains a commitment to prompt consideration of each grievance.

The Grievance Committee's written decision is final and concludes the complaint process. A new Grievance Committee is selected for each new grievance filed. The Grievance Committee is made up of one Program Coordinator, one Assistant Program Coordinator and two Direct Care employees. The Grievance Committee is a voluntary group (Benco cannot appoint a certain employee to be on the committee) and cannot have any knowledge of the grievance filed prior to being on the Grievance Committee. Grievance Committee employees will be paid for their time spent on the committee.

Approved By: Julie Hansen _____ Date: 5/7/26
Julie Hansen, Benco Board President