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| **Crossroads Grievance Procedure** | | |
| **Crossroads places high value on staff professionalism and quality service.**  Families / persons served and agency staff who have a problem with someone within our agency are encouraged to address the problem by following the Crossroads’ 4-step procedure.   * Parties in a grievance procedure may bring support people to meetings (e.g.: a trusted peer/mentor, C.I.P., Child & Youth Advocate, Indigenous Resource Person, AFKA rep). * Filing a grievance or being grieved against will not result in retaliation or in barriers to service. | | |
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| Step 1 | The two parties meet face to face to seek a resolution.  ***If no resolution is found within 2 weeks, then…*** | **Agency Response timeframe:**   * If issue is with program staff, meeting within 1 week of initial request. |
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| Step 2 | Contact a third party – **next level of authority** – to facilitate a meeting between the two parties to seek a resolution.  ***If this fails to resolve the problem, proceed to Step 3.*** | **Agency Response timeframe:**   * Phone response within the week of receiving notice of ongoing concern. * Meeting organized within 10 working days of contact. |
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| Step 3 | The concern is put in writing and sent to the next level of authority - Manager or Executive Director. A meeting is set with the two parties to review previous resolution efforts/actions, explore ongoing barriers, and determine how to resolve the issue.  The Manager/Executive Director will have final authority in the resolution of the grievance. | **Agency Response timeframe:**   * Meeting organized within 10 working days of receiving written concern. |
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| Step 4 | **Resolution of the Grievance –**  A closure document outlining the resolution of the grievance is prepared and signed off by all parties following the conclusion of the meeting, and each party receives a copy of the grievance and the resolution. A copy is placed on each party’s file and is documented in the Agency Grievance Log for future tracking of trends. | **Agency Response timeframe:**   * Director’s written response document within 10 working days of meeting. |