

Kids Central, Inc. System of Care Policy & Procedure

Series	Human Resources	
Policy Name:	Employee Conflict Resolution	
Policy Number:	1150	
Origination Date:	10/03/2006	Revision Date: 10/1/2010
Reference:	COA Standard 4.05	
Forms:	Conflict Resolution Complaint Form Conflict Resolution Appeal Form	

Policy

Kids Central, Inc. provides a conflict resolution method for employees to raise concerns or questions regarding working conditions, the interpretation of policies, procedures, civil rights, Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA), grievances and complaints, disciplinary action or any other matters related to their employment.

Procedure

- Step 1:** When a condition exists that an employee believes is unsatisfactory, the employee must discuss the issue with his/her immediate supervisor/director, who will attempt to facilitate a reasonable solution. If the employee does not think the conflict was resolved appropriately, he/she may follow the steps described below for further consideration of the issue.
- Step 2:** If the employee is not satisfied with the outcome of Step 1 and the issue rises to a policy violation, the employee may submit a Formal Written Complaint to the Chief of the division using the Conflict Resolution Complaint Form ([Appendix A](#)). This requires the employee's name, position, name of immediate supervisor, description of the conflict, identity of policy and procedures in dispute, and the corrective or remedial action the employee is seeking. The Chief will render a decision in writing within ten (10) working days.
- Step 3:** If no resolution is made after submitting a formal complaint to the division chief, the employee may submit an appeal to the Chief Executive Officer using the Conflict Resolution Appeals Form – Written Statement to the CEO (See Appendix B). The Conflict Resolution Appeals Form requires the employee's name, position, name of immediate supervisor, description of the conflict, identity of policy and procedures in dispute, and the corrective or remedial action the employee is seeking. A copy of the initial complaint and

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subsequent response should also be attached. The Chief Executive Officer will render a decision within ten (15) working days.

If the issue involves the supervisor/director/chief or CEO designated to answer the complaint at any given step, the employee will take the complaint to the next level of supervision

All documentation for the conflict resolution process, including complaints, responses, resolutions and actions taken, is maintained in the Human Resources Department.

Approved By:

Cynthia A. Schuler, Chief Executive Officer

Date