

## Employee Concerns

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**Purpose** *To make sure employees have a process to address concerns while working for ASC.*

**Policy Statement** *ASC will ensure employees are orientated to the informal and formal ways of addressing concerns.*

*When concerns are brought forward, ASC is dedicated to:*

- Retaining and repairing relationships*
- Understanding others' points of view*
- Identifying solutions*
- Learning from concerns raised for continuous quality improvement*

Binder(s):	Human Resources				Page:	1 of 1
Section(s):	Employee Relations	R/R	01-11-15	R/R	Mar 14/05	R/R Oct 29/15
Program Area(s):		R/R	Aug 30/18			

## **Employee Concerns**

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When an employee perceives a discrepancy concerning the interpretation, application or violation of ASC policies, or other work related concerns, there is a process to bring these concerns forward.

### **Steps to addressing concerns**

#### **Informal**

ASC defines an informal process as a concern that can be addressed and resolved within the employee service area (co-worker, Manager, Coordinator, Program Director)

Ways to address concerns:

- Employees are encouraged to participate in task teams and meetings where changes and improvements can be discussed.

Employees are encouraged to engage in direct and effective communication with involved parties.

- Employees can take their concern to their immediate supervisor.
- If the employee is not comfortable discussing their concern with their immediate supervisor or the employee does not feel they reached resolution, they may informally, bring their concerns to the next level of management, up to and including the area Program Director.

The supervisor engaged in the discussion with the employee will document the relevant information on the Informal Concern Resolution Summary Form.

#### **Formal**

ASC defines a formal process as a concern that:

- Did not reach resolution during an informal process;
  - Requires additional management or Board involvement in reaching resolution; or
  - Involves accessing external advocacy/representation
1. Should the employee feel that they have not resolved their concern within their direct service area, they will be directed and supported to bring their concern forward to the Executive Director. This may be done verbally or in writing.

Binder(s):	Human Resources					Page:	1 of 2
Section(s):	Employee Relations	R/R	01-11-15	R/R	Mar 14/05	R/R	Oct 22/15
Program Area(s):		R/R	Aug 30/18				

***Employee Concerns Procedure Continued...***

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2. The Executive Director will review applicable Informal Concern Resolution Summary forms, and provide opportunity for continued discussion, with potential resolution of the concern.
3. The Executive Director will continue to document all relevant information on a Concern Resolution Summary Form.
4. Should the employee feel that their concern was not resolved, if desired they will be supported to bring their concern for formal review by the Board of Directors. Alternatively, if preferred, they can make their own request verbally or in writing for review by the Board.
5. The Board of Directors will review the concern and any additional information brought forward, and will render a recommendation/decision. (See also Board Policy "Handling of Complaints and Concerns").
6. Recommendations/decisions of the ASC Board of Directors are final within ASC and will be communicated in writing to the employee. All final decisions and relevant information will be documented on or attached to the Concern Resolution Summary form(s) and will be forwarded for filing.

Binder(s):	Human Resources				Page:	2 of 2
Section(s):	Employee Relations	R/R	01-11-15	R/R	Mar 14/05	R/R Oct 22/15
Program Area(s):		R/R	Aug 30/18			