

Grievance Policy

The library's formal grievance policy exists for when interpersonal resolutions are unattainable between individuals employed by the Gooding Public Library District. The goal of the policy is to address grievances in a timely manner.

Steps to the grievance process:

1. Address the issue in a calm manner with the coworker(s) in question. Make sure to have conversations in a quiet place out of the public areas.
2. If the coworker(s) involved are unable to come to a solution, bring the issue to your immediate supervisor(s).
3. If the supervisor(s) are unable to come to a solution, bring the issue to the Director in private.
4. If the Director is unable to create a resolution to the satisfaction of involved staff, a written grievance may be filed.
5. Written grievances are given to the Director, or the appointed acting Director in the absence of the Director, and must be submitted within 10 business days of the event.
6. The Director has up to 30 days to address the written grievance.
7. If the Director is unable to resolve the issue, the written grievance may then go to the Library Board. The written grievance must be submitted to the Library Board within 10 business days of the Director's attempt at a resolution.
8. The Library Board has up to 60 days to address the issue.
9. While employees are encouraged to follow the listed steps in order, a staff member may escalate their grievance directly to the director if they feel unsafe or uncomfortable discussing the issue with their coworker or supervisor.
10. If the employee feels unsafe or uncomfortable discussing an issue about the director, with the director, they should proceed directly to the board chair.
11. Employees may not bring anyone to these meetings.
12. The Library Board may grant a waiver of strict compliance with the time frames set forth in steps 6-8 above upon a request by the Director or other interested party if it appears there is a reasonable good faith effort being made to resolve the grievance.

Required Contents of the Written Grievance:

Timeline

The written grievance is a thorough yet succinct timeline listing, in detail, the timeline of the events. Include all dates, times, individuals, places, and other relevant data to describe the timeline of the incident. Describe, in detail, why the events are a problem, for example, employee contract, workplace policy, human rights, etc. For incidents involving library policy or federal/state/local law, cite all relevant titles and sections in relation to the incident. Furthermore, clarify how you attempted to resolve the issue verbally prior to filing the written grievance. Heading sections are to proceed as follows.

- a. Who is involved?
- b. What occurred?

- c. Where did this take place?
- d. When did the event(s) happen?
- e. Why is it an issue?
- f. Outline your attempt to resolve the issue verbally, detailing the outcome(s) of that attempt.

Argue the Grievance

Section II of the written grievance qualifies the above timeline of events with the details of how the issue arose and developed. In this section, write your argument stating why this occurrence is a grievance and an issue. Explain, in detail, the events preceding the occurrence, the background needed to understand how the problems developed, and your position on the matter. Define and clarify the terms that are at issue (policy, contract terms, etc.).

List Desired Outcomes:

Section III of the written grievance outlines your proposed solutions for the grievance. State your solutions clearly and rationally. Prioritize your solutions in a list of most desirable to least desirable, and explain why these terms were selected and relevant.

Documentation:

Section IV of the written grievance contains all relevant documentation to the event, such as correspondence, written transcripts of verbal conversations, audio files, witness accounts, witness contact information, timelines, & etc.

Adopted May 20, 2019