

## COMPLAINT PROCESS FOR CWI EMPLOYEES

**Policy Number: HR-130**

**Responsible Department: Human Resources**

**Effective Date: 06/27/2011**

**Last Revision Date: 09/22/2016**

### PURPOSE:

To provide a process for addressing employee complaints about performance evaluations, job assignments, compensation, corrective action, or any other terms and conditions of employment.

### SCOPE:

Applies to all employees of CWI.

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## POLICY

It is CWI's intent to create and maintain a work environment of stability and growth, where employees are respectfully treated, where performance is objectively measured, and where deficiencies are fairly addressed. CWI recognizes, however, that misunderstandings may arise or occasions may occur when an employee believes that he/she has not been treated fairly or in accordance with CWI's policies and procedures. Accordingly, this policy provides employees a process for addressing concerns about performance evaluations, job assignments, compensation, and corrective action or any other terms and conditions of employment.

## GUIDELINES

Employees should first discuss their concerns or complaints with their immediate supervisor within ten (10) working days of the occurrence. Alternatively, if employees prefer, they may discuss their complaint with the Human Resources Department. If the employee is not satisfied with the recommended solution, the employee may take his or her complaint to the next level of supervision. After making reasonable efforts to resolve the problem at each supervisory level, employees may continue to pursue their complaint to resolution at the highest level of management. If the complaint is pursued to the level of CWI's President, the President's decision shall be final.

CWI also recognizes that employees who have been discharged may take issue with their separation from employment. Employees who have been discharged may utilize this complaint procedure by submitting a written complaint to the Executive Director of Human Resources within ten (10) days of discharge. The complaint should include a statement of the issues, the facts related to the employee's complaint, and the identification of any individuals who may have relevant information concerning the complaint. The Executive Director of Human Resources shall conduct an investigation of the complaint to the extent he/she deems necessary and thereafter shall recommend a solution to the complaint. If the discharged employee is not satisfied with the recommended solution, the employee may ask that his or her complaint be referred to CWI's President. The decision of CWI's President shall be final.

Complaints made in good faith pursuant to this complaint procedure will not jeopardize any employee's job status or working conditions. However, employees are expected to avoid pursuing complaints in ways that are disruptive to the workplace or their own work performance. Commencement of this complaint process shall not affect the effective date of a discharge. However, should a determination be made that the discharge should be reversed, the employee may be reinstated with back pay.

This policy does not create any due process or contract rights, express or implied, on behalf of any employee, or limit or modify the at-will nature of employment at CWI.

A complaint by any employee who believes that he/she has been the victim of illegal discrimination or harassment should be resolved in accordance with CWI's policies and procedures for addressing discrimination/harassment in the workplace.

Retaliation against any employee for accessing CWI's complaint procedures in good faith is prohibited.