

RAINY RIVER PUBLIC LIBRARY		
Category: PERSONNEL		Number: PE7
<i>MANDATORY</i>	Topic: Grievances and Discipline	Page: 1 of 1
Date: April 9, 2011	Authorized by:	

This policy establishes the library's system for managing grievances and discipline.

A. GRIEVANCES

1. The library welcomes employee suggestions on improvements to any aspect of the library's operations. Suggestions shall be made in writing.
2. In the event of dissatisfaction or complaints concerning working conditions, salary, work load, or interpersonal conflicts, an employee will take the following steps:
 - a. Discuss the complaint or file a written complaint with the CEO, who will make every effort to resolve the problem immediately.
 - b. If the problem remains unresolved, the employee should direct the grievance in writing to the Board.
3. When a grievance is directed to the Board, the Board shall review the matter at the next regular board meeting. The employee(s) making the complaint(s) have the right to represent themselves at the Board meeting.
4. The Board will notify the parties involved, in writing, within 30 days, of its decision concerning the grievance.
5. Any complaints regarding harassment, discrimination or workplace safety shall be governed by the *Workplace Safety Policy*.

B. DISCIPLINE

1. The board expects all library employees to conduct themselves in a professional manner as community ambassadors for library services. Staff shall refer to the *Library Code of Conduct Policy* (in the Services section), which applies equally to staff and patrons. Disciplinary action is reserved for serious infractions.
2. Serious infractions include contravention of the Code of Conduct, being absent without leave, unauthorized use of library property, breach of confidentiality and trust, and contravention of library policy.
3. The CEO will ensure that the unacceptable nature of such conduct is immediately brought to the attention of any employee found responsible, and will request that the offending conduct not be repeated.
4. Most minor infractions can be resolved through informal discussions.
5. For serious or repeated infractions or unacceptable conduct, the CEO will issue a disciplinary letter outlining the issues and the resolution. The CEO and the employee are expected to work towards the proposed resolution.
6. In the event that the measures outlined above fail to resolve the problem, the CEO will consider taking steps towards dismissal of the employee (see Policy PE8, "End of Employment.")