

<b>Hawkeye Area Community Action Program, Inc.</b>	<b>Policy # 510</b>
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<b>Grievance</b>	<b>Effective: September 1, 2002</b>
	<b>Revised: May 25, 2023</b>
APPROVED BY: HACAP Board of Directors	

### **Policy Statement**

For bargaining unit members, a grievance shall be defined as a dispute or complaint arising between the parties over the violation, interpretation, and application of the SEIU/UFCW and HACAP Union Contract.

### **Standard Operating Procedure**

A grievance shall be defined as a dispute or complaint arising between the parties over the violation, interpretation, and application of the Union Contract.

### **Target Audience**

All Hawkeye Area Community Action Program, Inc. Bargaining Unit Employees.

### **Implementation Steps**

#### **Step 1:**

Within fourteen (14) calendar days of the incident giving rise to the grievance, the grievant shall take the matter up with her/his immediate supervisor and attempt to reach an informal resolution. The supervisor shall, within seven (7) calendar days after the submission of the grievance to her/him, report the disposition of the matter to the aggrieved employee.

#### **Step 2:**

If the grievance is not resolved at Step 1, it shall be reduced to writing by the Union and submitted to the Head Start Director or Designee within seven (7) calendar days. The written grievance shall specify the Article violated, the actions(s) or inactions by the employer which constitute the alleged violation, the reasons the grievant believes a violation has occurred, and the remedy requested and why the remedy is appropriate. Within seven (7) calendar days of receipt of a grievance, from the Head Start Director or Designee shall submit a written answer to the aggrieved employee and to the Union steward, and to the Union offices to a person designated by the Union.

#### **Step 3:**

If the grievance is not resolved at Step 2, designated representatives of the Union may within seven (7) calendar days after the receipt of the Head Start Director or Designee written Step 2 answer, move the grievance to Step 3 by sending it to the CEO or Designee. The CEO or Designee must, within seven (7) days of the submission of the grievance, provide a written disposition to the Union unless the Union requests to meet with the CEO or Designee. In that

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case, the CEO or Designee shall submit a written disposition of the grievance to the Union within seven (7) calendar days following such meeting.

**Step 4:**

If the grievance is not settled at Step 3, the Union may appeal it to arbitration. The Union shall provide written notification of their intent to arbitrate within seven (7) calendar days after the receipt of CEO or Designee written Step 3 answer.

The parties will request a list of seven arbitrators from the FMCS and will take turns striking one name from the list until only one remains. The arbitrator shall have no authority to amend or modify the Agreement and the arbitrator's decision shall be final and binding. The costs of the arbitrator shall be shared equally by the Employer and the Union.

If any time limits contained in this Article are not met, the grievance shall be considered untimely and shall not be pursued. The time limits contained in this Article shall not be deemed waived except by mutual agreement of the Employer and the Union.

Failure by the Employer or its representatives to issue a decision within the time periods specified herein shall constitute a denial of the grievance and the grievant(s) or the Union may appeal it to the next level.

If a grievance affects a group of employees, or does not fall under the jurisdiction or control of the immediate supervisor the grievance shall be reduced to writing and advanced to Step 3, the office of the CEO.

**Process Manager**

This policy was written by the Human Resource Department for use by all HACAP operations. Questions regarding this policy should be directed to the Human Resources Department at 319-393-7811.