

Hawkeye Area Community Action Program, Inc.	Policy # 516
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Formal Complaint	Effective: December 12, 2019
	Revised: May 25, 2023
APPROVED BY: HACAP Board of Directors	

Policy Statement

HACAP employees are assured of their right to file a formal complaint and to have their complaint considered, by the Chief Executive Officer or his/her designee if necessary. A formal complaint may be filed on the following grounds:

- Unsafe working conditions
- Mistreatment
- Demonstrable damage for which a remedy is possible

The complaint must describe the nature of the unsafe working condition, mistreatment or damage and the remedy requested.

If the formal complaint is against the Chief Executive Officer, the President of the Board of Directors will conduct the Complaint Procedure.

If the complaint is in regards to an article violation of the Collective Bargaining Agreement, the employee will need to file a grievance in accordance with Article VII of the Collective Bargaining Agreement and policy #510.

Procedure

- Within seven (7) calendar days of the incident the employee should submit a **Complaint Form** to the CEO or President of the Board, whichever is appropriate. The completed Complaint Form shall describe the unsafe working conditions, mistreatment or demonstrable damage and the redress requested.
- The CEO or his/her designee or the President of the Board of Directors will respond in writing to the employee within seven calendar days of receiving the complaint or set up a meeting to review the facts with the employee. The employee and/or their representative may present written information, or have witnesses at the meeting.
- If a meeting is held, the CEO, designee, or President of the Board of Directors will have seven calendar days to respond in writing to the employee.

The decision of the CEO/designee or Board President will be final.

Target Audience

All Hawkeye Area Community Action Program, Inc. employees

Necessities

Complaint Form completed by the employee. The Formal Complaint Form can be found in the Core Documents.

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.

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FORMAL COMPLAINT FORM

Employee Name: _____ Date: _____

Formal Complaint filed on the following basis:

- ☐ Unsafe Working Conditions
☐ Mistreatment
☐ Demonstrable Damage for which a Remedy is Possible

Step 1

Within seven (7) calendar days of the incident submitted this completed form to the CEO or Board President, whichever is appropriate. Please describe the unsafe working conditions, mistreatment or demonstrable damage for which redress is possible. For additional space, please attach a statement and remedy.

Employee Statement: _____

Remedy Requested: _____

 Employee Signature

 Date

This section is completed by the CEO – his/her designee or the President of the Board.

Step 2

Within seven (7) calendar days the CEO- his/her designee or the President of the Board will respond in writing to the formal complaint or set up a meeting with the employee to review the *Formal Complaint*, if necessary. The employee and/or their representative may present written information, or have witnesses at the meeting.

Date and Time of Formal Complaint Meeting: _____

If a meeting is held, the CEO – his/her designee or the President of the Board of Directors will have seven (7) calendar days to respond in writing to the employee.

RESPONSE STATEMENT ATTACHED

 Signature

 Date