

## Grievance Procedure

It is the intent of the Grantsburg Public Library that every employee shall have the opportunity to express concerns relating to the physical surroundings in which the employee works and conditions of the specific position, relationships with fellow workers or supervisors and library rules as they apply to staff. A concern or grievance should follow the procedure below.

**Step 1-** Employees should first discuss complaints or questions with the Library Director. In the case of the Director having a concern this should be discussed with the Library Board President. Every reasonable effort should be made to resolve any questions, problems or misunderstandings that have arisen before filing a grievance. If this effort is not successful the employee must prepare and file a written grievance with the Library Director within 5 business days of when the employee knows, or should have known of the events giving rise to the grievance.

The Library Director or designee will investigate the facts giving rise to the grievance and inform the employee in writing of his/her decision, if possible, within 10 business days of receipt of the grievance.

**Step 2-** If the grievance is not settled at Step 1, the employee may appeal the grievance to the Library Board President or the selected designee within 5 business days of the receipt of the decision of the Library Director at Step 1. The Library Board President or designee will review the matter and inform the employee in writing of his/her decision, if possible, within 10 business days of receipt of the grievance.

**Step 3-** If the grievance is not settled at Step 2, the employee may request in writing to the Library Board President, within 5 business days following receipt of the Library Board President's or the selected designee's written decision, a request for review by an Impartial Hearing Officer. The Library Board President shall select the Impartial Hearing Officer. If timely requested, the hearing will normally be scheduled within 30 days of receipt of the request for hearing.

The Impartial Hearing Officer shall not be a Library or Village employee. In all cases, the grievant shall have the burden of proof to support the grievance. The Impartial Hearing Officer will determine whether the Library acted in an arbitrary and capricious manner. Depending on the issue involved, the Impartial Hearing Officer will determine whether a hearing is necessary, or whether the case may be decided based on a submission of written documents. This procedure does not involve a hearing before a court of law; thus, the rules of evidence will not be followed. The Impartial Hearing Officer shall prepare a written decision within 15 business days of the receipt of all relevant information and/or the conclusion of a scheduled hearing. The written decision will be given to the employee and the Library Director and the Library Board President.

**Step 4-** If the grievance is not resolved after Step 3, the employee or the Library Board President or the selected designee may request within 5 business days of receipt of the written decision from the Impartial Hearing Officer, a written review by the Library Board. The Library Board shall not take testimony or evidence, it may only determine whether the Impartial Hearing Officer reached an arbitrary or incorrect result based on a review of the record before the Impartial Hearing Officer. The matter will be scheduled for the Library Board's next regular meeting. The Library Board will inform the employee of its findings and decision in writing within 10 business days of the Library Board meeting. The Library Board shall decide the matter by majority vote and this decision shall be final and binding.

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