

## **MICHIGAN SHORES COOPERATIVE GRIEVANCE POLICY**

### **I. Purpose**

It is the policy of the Michigan Shores Cooperative to encourage fair, efficient and equitable solutions for problems arising out of the employment relationship between Michigan Shores Cooperative and its employees and between Michigan Shores Cooperative and its member/residents and to comply with all applicable laws.

### **II. Scope**

The grievance policy applies to all members/residents and all employees at every level of Michigan Shores Cooperative.

### **III. Retaliation Prohibited**

No member/resident or employee will be penalized, disciplined or prejudiced for exercising the right to make a complaint pursuant to this policy.

### **IV. Procedure - Employees**

- a. The employee shall informally present the complaint to his or her supervisor for consideration and resolution within five (5) working days of the event, action or failure to act that is the subject of the complaint.
- b. If the supervisor is the subject of the complaint, the supervisor is the employee with the complaint, or if the complaint is not satisfactorily resolved within five (5) working days of the informal complaint, the employee may appeal in writing to the board of directors. The appeal shall detail the complaint and why it was not successfully resolved. The board of directors shall resolve the issue within a reasonable time not to exceed thirty (30) days.
- c. The written appeal and all decisions of the board shall be kept in the personnel file of the employee.

**V. Procedure – Member/Residents**

- a. A member or resident of Michigan Shores Cooperative shall informally present his or her complaint to the Cooperative Services Director for consideration and resolution within five (5) working days of the event, action or failure to act that is the subject of the complaint.
- b. If the actions of the Cooperative Services Director are the subject of the complaint or the complaint is not satisfactorily resolved within five (5) working days of the informal complaint, the member/resident may appeal in writing to the board of directors. The appeal shall detail the complaint and why it was not successfully resolved. The board of directors shall resolve the issue within a reasonable time not to exceed thirty (30) days.
- c. The final decision of the board shall be in writing along with the reasons in support of its decision and a copy shall be provided to the member/resident and filed in the member/resident file in the Cooperatives office.

Adopted May 19<sup>th</sup>, 2006

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