

ABI Resources LLC

Grievance Policy and Procedures - Employees

It is ABI Resources LLC's intention to treat all employees equitably and fairly. Yet, in spite of these intentions, dissatisfactions and/or misunderstandings may occur. As a matter of general policy, managers at ABI Resources LLC will provide an open door for discussion and will review all staff member suggestions or complaints concerning the organization's work practices and policies.

Work related problems can arise at any place of employment. It is the hope of the management at ABI Resources LLC that individuals will try to reconcile differences on an individual basis. In cases where this is not possible, ABI Resources LLC asks that all staff follow the steps in the grievance procedure described below.

If you experience a problem in the workplace that you are unable to resolve on an individual basis, notify your supervisor immediately. Many difficulties can be resolved with your supervisor's assistance.

The grievance procedure is not an appropriate avenue for settling personal differences.

If a staff member wishes to make a formal complaint, it should be done within a reasonable time after the incident has occurred or the issue has arisen.

Open discussion between employee and supervisor is the first step in the complaint procedure. The supervisor will respond in a timely manner.

If the problem is not resolved to your satisfaction, request an appointment with the head of the human resources department. He or she may ask that you submit your grievance in writing. Should this be the case, a written response will also be provided in writing once the Human Resources Manager has had an opportunity to investigate your grievance.

All grievances whether or not in writing must contain the following information:

1. Concise facts about the situation prompting the grievance. Suspicions or assumptions about the grievance will be rejected.
2. Date and time of incident(s).
3. Individuals involved.
4. Resolution of the complaint that would satisfy complaint.

The head of the human resources department or the individual designated will meet with both parties and investigate the complaint within ten working days of receiving the written grievance.

A written response to the complainant will be given within five working days of the close of the investigation.

If the grievance is found warranted, corrective measures will be instituted, and the incident will be documented in the appropriate personnel files.

All appropriate steps will be taken to ensure that no staff member suffers retribution for reporting a grievance made in good faith.