



## Policy: Reporting of Concerns and Grievances Policy

**ChildNet Number: CN 009.080**

**Original Approved Date: June 16, 2010**

**Policy Revised Date(s): November 19, 2010, May 14, 2014**

**Policy Sunset Date:**

**COA Standard(s): ETH 4, HR 4.05, 5.01**

### Statement of Policy:

ChildNet is committed to high standards of ethical, moral and legal business conduct and expects that its officers, directors, employees, service providers, contractors, and volunteers adhere to these standards as well. This policy applies to all such persons.

It is the intent of ChildNet to fully comply with all laws, rules and regulations that apply to our business, and the underlying purpose of this policy is to support ChildNet's goal of legal compliance. Employee support is essential to achieving compliance with these laws, rules, and regulations and to ensure the type of workplace each employee deserves.

In line with this commitment and ChildNet's commitment to open communication, ChildNet strives to provide an avenue for employees and other persons to raise concerns about any conduct by ChildNet or others (including concerns regarding issues and conduct which is or might be a violation of any law, rule or regulation applicable to ChildNet), or raise concerns among employees about their work or working conditions. Moreover, it is the responsibility of all ChildNet employees to report violations or suspected violations of law, rules or regulations within the scope of that employee's job responsibilities. Reports must be made in good faith and based on a reasonable belief that an activity, policy or practice of ChildNet is in violation of applicable laws, rules or regulations.

All ChildNet employees are protected against retaliation in any form for raising concerns about conduct by ChildNet under this policy. No adverse action – including firing, demotion, adverse transfer, suspension, harassment, failure to be considered for promotion, or any other kind or act of reprisal – for reporting concerns will be permitted. ChildNet has zero tolerance for any act of retaliation against any ChildNet employee or other person who brings an activity, policy or practice of ChildNet to the company's attention consistent with this policy. Any employee who engages in any act of retaliation against a coworker or other person who raises concerns under this policy is subject to disciplinary action up to and including discharge from employment.

**Board Chair's Signature:**

**Date:**

5/22/14



## **Procedure: Reporting of Concerns and Grievances Policy**

**ChildNet Number: CN 009.080**

**Original Approved Date: June 16, 2010**

**Procedure Revised Date(s): November 19, 2010, May 14, 2014, February 21, 2018**

**Procedure Sunset Date:**

**COA Standard(s): ETH 4, HR 4.05, 5.01**

### **Statement of Procedures:**

Procedure for reporting concerns:

- A. ChildNet has an open door policy and recommends that employees share their questions, comments, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if an employee is not comfortable doing so, or has already done so and is not satisfied with the response or result, an employee who believes that a policy, practice or activity of ChildNet is in violation of law may file a written complaint with the Chief Legal Officer of ChildNet or the head of Talent Management of ChildNet. Please see related policies; CN 040.020 Grievances and Appeals, related to service recipients and CN 009.073, Open Communication. It is particularly important that the complaint be in a writing which details the complete nature and scope of the concern, in that it may be difficult for ChildNet to investigate concerns not made in this manner.
- B. The head of Talent Management or designee attempts to resolve the complaint within a reasonable period of time once informed depending on the nature of the complaint. It should not exceed 30 business days to process the complaint. The head of Talent Management or designee provides the employee with the final resolution, as appropriate.
- C. If as result of the investigation, ChildNet will impose disciplinary action, the employee is informed that the concerns raised were validated through the process and that ChildNet is taking appropriate actions.
- D. If either party directly involved is dissatisfied with the outcome or resolution that individual has the right to appeal the decision. The appeal is required to be provided in writing within ten (10) business days to the Chief Executive Officer (CEO). The CEO will review the appeal and will issue a final response within 30 business days.



- E. This is not intended to be interpreted as an alternative or substitute method for the employee to raise concerns under any other ChildNet policy more specifically applicable to the particular concern (e.g., Appropriate Conduct and Complaint policy; Reporting of Child Abuse policy) or to the appropriate governmental or regulatory authority. Employees or others uncertain about the appropriate channels to utilize regarding reporting of concerns should do so consistent with the procedure herein.
- F. All complaints will be investigated and documented, and a written outcome of the investigation will be maintained in a file and made available to the reporter at his or her request. Confidentiality and anonymity of reporters will be maintained to the extent possible taking into account ChildNet's need to investigate any concerns made under this policy.

President's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

02-27-18