

# MENNONITE VILLAGE POLICY & PROCEDURE

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TITLE: Dispute Resolution Process

PROCEDURE NO: HR 700.13

REPLACES: Board Policy 409

PAGE(S): 1

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## **PURPOSE:**

Mennonite Village understands that there may be times when employees feel that the Company policies, practices, or principles may have been violated or have not been consistently applied. Mennonite Village is committed to ensuring that you have an available and effective process by which to voice these concerns.

The purpose is to have an internal process which enables you to present your concerns to management, receive fair and timely consideration, and a follow-up explanation and or decision.

## **POLICY:**

You should normally discuss any concerns or issues with your manager first. Every effort should be made to resolve the matter satisfactorily. You may agree or disagree with the response, but the issue will be addressed in a sincere and timely manner. If you are unable to discuss the issue with your manager or if special circumstances exist, you may choose to bring the issue to a higher-level manager, officer or to human resources through the Open-Door Policy.

When a problem is not resolved using informal methods, the following procedure is available to the employee.

## **PROCEDURE:**

If the issue is not resolved in a satisfactory manner, prepare a written summary of the issue, response from previous discussions, along with the action requested, and send or give your summary to any member of the management team. Your concern will be acknowledged through an informal conference or via phone or email. Every effort will be made to resolve the matter in a satisfactory way. An informal meeting may be held with appropriate individuals including managers and executive team members. A written response will be prepared and sent to the individual who brought the issue forward.

### Our Commitment:

1. Mennonite Village's management team will listen carefully and sincerely to your concerns.
2. Necessary information will be gathered to resolve the issue.
3. Your concerns will be addressed in a timely manner. If additional time is required, you will be advised.
4. Again, the Company reserves the right to determine disputed facts and its good faith determination will be binding.