

## Policy & Procedure

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Policy Title: Chain of Communication / Problem Solving

Policy Number: 500

### Policy:

Arc Human Services is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion or question receives a timely response from Arc Human Services' supervisory and management staff.

Arc Human Services strives to ensure fair and honest treatment of all employees. Employees, supervisors, and administrators are expected to treat each other with mutual respect. If employees disagree with a company action or established rules of conduct, policies or procedures, they can express their concerns by utilizing the chain of communication described below. No employee will be penalized, formally or informally, for voicing a complaint with AAdvantage, Inc/AHS in a reasonable, professional manner, or for using the chain of communication. Supervisors are responsible for making sure that their employees understand the procedure and those employees feel free to use the procedure without fear of criticism or retaliation affecting their job security, raises, or opportunities for advancement.

If a situation occurs where an employee believes that a condition of employment or a decision affecting him/her is unjust or inequitable, the employee is encouraged to make use of the following procedure. The employee may discontinue the procedure at any step.

The best way to clarify a misunderstanding, solve a complaint or resolve a difference of opinion is to discuss the problem directly with the immediate supervisor. The supervisor is generally the individual who knows the easiest and most effective way to deal with the situation, since he/she knows the employee and the employee's work.

- There may be instances where an employee does not understand or agree with the supervisor's position on a matter and wishes to have it further clarified. In these instances, the employee may request to discuss the matter with subsequent supervisors in his/her chain of communication, one at a time, giving each a reasonable amount of time for response before presenting the problem to the next level of supervision. The chain of communication may vary for different employee positions, and employees should ask their supervisor if they are not sure who falls within the chain of communication for their specific position.
- If the employee feels that he/she has not reached satisfactory resolution with the supervisors in the employee's chain of communication, or if the complaint involves a supervisor in the employee's chain of communication, or if the employee feels uncomfortable about discussing the matter with a supervisor in the employee's chain of communication, he/she may make arrangements to discuss the matter with the Director of AAdvantage, Inc/AHS. The Director of AAdvantage, Inc/AHS will speak directly with the Chief Executive Officer. The decision of the Chief Executive Officer is final.
- At any time, an employee may contact the Human Resource Department to discuss their concerns. The Human Resource person will assist the employee throughout the chain of communication.

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All parties should make every effort to resolve the problem at the earliest stages and to deal in good faith throughout the process. This problem solving procedure is intended to provide a forum where complaints can be resolved fairly, consistently, and in an atmosphere of open communication. As such, this policy is intended to supplement, not replace, any other Company policies that might pertain to the problem.

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