



"Fitness and Fun... For Everyone!"

Workplace Etiquette/Grievance Process and Policy
Drafted 9/27/13; Approved by Rec. Bd. 11/14/13; Approved by Town Board 4/14/14

The Recreation Department has a *commitment* to its stakeholders (as described in the Recreation Mission Policy adopted by the Town Board on October 27, 2008) and will make every effort to provide a work environment that fosters positive relationships, based on *fairness and respect* (core values in the same Recreation Mission Policy).

To that end, should an individual stakeholder ever have a grievance (concern/issue) related to the Recreation Department work environment, the expectation is that the individual will demonstrate fairness and respect for others by adhering to a due process approach at resolving the grievance. The first step in the process is to address the concern/issue directly with the next person in the established chain of communication.

The existing chain of communication for the Rec. Dept. is as follows:

Participant (Parent/Guardian)

- Program Attendant -

- Program Coordinator -

- Program Director -

- Recreation Board -

Town Board

Simply put, should an individual stakeholder need to address a workplace concern/issue, start with the next person in the chain. If for some valid reason an amicable solution cannot be realized at that step, then the individual bringing forth the concern/issue may appeal to the next person in the chain, and so on. It is important that some documentation be kept at each step, and shared accordingly, before proceeding. Following this process will avoid an individual from circumventing the process, which is aimed at addressing and resolving such concerns/issues.

This policy emphasizes the value of workplace etiquette and provides a grievance process to address workplace concerns/issues that may arise in a fair and respectful manner with regard to all stakeholders.

Notes: The Recreation Mission Policy and related core values approved by the Rec. Bd. and the Town Bd. are referenced in support of this policy. Rationale, due process, and chain of communication are included for further clarification.