

Grievance Procedures and Internal Dispute Resolution

Purpose: to provide for prompt and effective resolution of grievances and dispute resolution where there is a perception of unfair treatment or interpersonal tensions.

Applicability: The procedures should be followed by staff, Board members, contractors, and volunteers.

Procedures: The following procedures should be followed in the order in which they are set out, keeping in mind that all who work or volunteer at PEEC have made a commitment to uphold PEEC's mission and vision, that conflict and frustration are normal, that people sometimes fall short of expectations, that it takes determination to act directly to resolve difficult issues, and by that the organization is stronger. At all steps, time is of the essence, and all involved must move expeditiously through documentation, investigation, conversation, and resolution.

Step 1: Speak directly to the individual involved, express your concerns and work toward resolution. If you are not satisfied with the outcome of this conversation;

Step 2: Put your concerns in writing to the individual involved, with a copy to the individual's supervisor, and meet again, with the supervisor.

Supervisor Options;

Christa Tyson, Visitor Services Manager

Bob Walker, President of the Board of Directors

Katie Bruell, Executive Director

If you are still not satisfied with the outcome;

Step 3: Put your issues in writing for presentation to the Board's Executive Committee. The Executive Committee may choose to investigate matters further, may choose to obtain written statement from those involved, and/or may choose to consult with an employment law specialist, as appropriate. All PEEC employees, Board members, contractors, and volunteers must cooperate with any investigation conducted.

Step 4: The Executive Committee will communicate the results of any investigation to those involved consistent with privacy considerations. The Executive Committee is responsible for either making a final determination on grievances and disputes or referring the matter to the whole board for determination, and conveying the final decision to the grievant in those conflicts.

B. Whistleblowers and Non-Retaliation

Purpose: to encourage employees and others to raise concerns internally so that PEEC can address inappropriate conduct, and to comply with the Sarbanes-Oxley Act and State of New Mexico mandates that employers may not retaliate against employees who seek benefits or worker's compensation, file complaints or testify about violations of workplace safety or non-discrimination laws.

Applicability: This policy applies to all employees, volunteers, and Board members.

Responsibilities and Tasks

PEEC requires directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of PEEC, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all Board members, officers, employees, and volunteers to report concerns about violations of PEEC's code of conduct or suspected violations of law or regulations that govern PEEC's operations.

No Retaliation

It is contrary to the values of PEEC for anyone to retaliate against any Board member, officer, employee, or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of PEEC. An employee who retaliates against someone who has

reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure

PEEC has an open-door policy and suggests that employees share their questions, concerns, suggestions, or complaints with their supervisor. If an employee is not comfortable speaking with his/her supervisor or is not satisfied with his/her supervisor's response, he/she is encouraged to speak with the Executive Director,

President of the Board, or any Executive Committee Member. Supervisors are required to report complaints or concerns about suspected ethical and legal violations in writing to the PEEC's Executive Director and President of the Board. The Executive Director or President has the responsibility to investigate all reported complaints, or to see that they are investigated promptly.

[Adopted February 2013; revised June 2017.]