



Child Advocates of Fort Bend

GRIEVANCE POLICY

Employee Grievance Against a Co-Worker

An Employee Grievance is any employee concern that arises in the application of personnel policy procedures or practices.

If an employee has a grievance against a coworker, the following five steps in escalating order dictate the process for filing the grievance:

1. Take complaints involving a coworker directly to that person for discussion and resolution.
2. If either employee feels the issue remains unresolved, either party may at any time request a meeting with their supervisor or manager where both employees are present.
3. If either employee feels the issue remains unresolved, either party may request a meeting with their Director where both employees are present.
4. If the issue continues to be unresolved, either party may request a meeting with Human Resources.
5. If the issue continues to be unresolved, then a meeting with the Chief Executive Officer can be requested by either party by providing a written notice to the CEO. The written notice must include the following:
 - a. Itemized and specific issues for which the complainant has a grievance
 - b. Concluding with specific, detailed desired outcomes for each issue for which the complainant requests a decision.

Following the Chief Executive Officer's receipt of the grievance, the CEO will respond to the employee by acknowledging receipt of the grievance. The CEO will review the grievance and take appropriate action including but not limited to consulting with legal counsel or the Board President. At the conclusion of the review, a response will be provided to the complainant and employee which will be the final decision with no further action taken.

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Grievance Against a CAFB Employee by a Third Party

In the course of our work as court-appointed guardians ad litem advocating for the best interests of children, we recognize that we may disagree with others involved in these cases. Many of these disagreements are attributable to the nature of our court-based work, wherein different parties take different positions on what is the best outcome of a case.

When, however, there are concerns about the quality of CAFB's work on a case, child safety, our professionalism or whether we are fulfilling our statutory role, as opposed to dissatisfaction that our stated position is not what another party wishes it were, we take those concerns very seriously and wish to address them.

In the case of a grievance against an employee by a third party, the following five steps in escalating order dictate the process for filing a grievance. The definition of a "third party" is a volunteer, board member, client, community member or other outside person.

1. The third party would take complaints involving an employee directly to that person for discussion and resolution.
2. If the third party or employee feels the issue remains unresolved, either party may request a meeting with the employee's supervisor or manager where the employee and third party are present.
3. If either party feels the issue remains unresolved, either party may request a meeting with the employee's Director where both parties are present.
4. If the issue continues to be unresolved, then a meeting with the Chief Executive Officer can be requested by providing a written notice to the CEO. The written notice must include the following:
 - a. Itemized and specific issues for which the third-party complainant has a grievance
 - b. Concluding with specific, detailed desired outcomes for each issue for which the complainant requests a decision.

Following the Chief Executive Officer's receipt of the grievance, the CEO will respond to the third party by acknowledging receipt of the grievance. The CEO will review the grievance and take appropriate action including but not limited to consulting with legal counsel or the Board President. At the conclusion of the review, a response will be provided to the complainant.

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Grievances Related to Discrimination or Harassment

Employees should refer to the Anti-Harassment and Non-Discrimination Policy for direction on how to file any grievances related to discrimination or harassment. Due to the legal nature of such grievances, a separate process is in place.

Child Advocates of Fort Bend has a ZERO TOLERANCE policy for abuse. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

Approved by Board of Directors: January 17, 2023