

Policy Number: 02.043

Policy Title: Problem Resolution

Policy Type: Employee Handbook

Governing Body: Senior Leadership Team

Date of Current Revision or Creation: September 2014

Problem Resolution

Antioch College is committed to all 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 the company's Supervisors and management.

Antioch College strives to ensure fair treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with the company in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to bring those issues to management's attention using the same procedure described in the Harassment policy.

1. Employee presents problem to immediate Supervisor at Antioch College after incident occurs. If Supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to any other member of management at Antioch College and/or the Office of Human Resources.
2. Supervisor at Antioch College responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Office of Human Resources reviews and considers problem.
4. Office of Human Resources informs employee of decision and forwards copy of written response to employee's file.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.