

Job2Career Complaint & Grievance Policy

Revised November, 2006



Job2Career Complaint and Grievance Procedures

Job2Career recognizes the right of clients and employees to express their concerns and to seek a solution concerning disagreements arising from working relationships, working conditions, employment practices, or differences of interpretation of policy, which might arise, between the Company, its employees and/or its clients. To facilitate an outlet for expression of a complaint or grievance, the following complaint and grievance procedure has been established.

Administration of Complaint and Grievance Procedure

This grievance procedure is administered by the Vice President and the Director of US Operations. This Complaint and Grievance Procedure will also apply to any type of alleged employment discrimination on the basis of age, disability, marital status, veteran status, national origin, race, religion or sex. This procedure will also address any complaints in regards to disagreements over employment practices, policies or any other such differences. To the extent possible, all investigations will be confidential. All parties will be expected to cooperate fully in an investigation.

Non-Retaliation Policy

No retaliatory action will be taken arising from the submission of any such complaint. These procedures are not intended to prevent an individual of their right to file a complaint of discrimination pertaining to equal employment opportunity with any Commission on Human Rights; and/or the United States Employment Opportunity Commission.

Resolution Step 1 – Verbal Reporting

If a client or employee alleges that a discriminatory action or any other grievance has occurred, the complainant (employee or client) should report the situation to the Vice President and/or the Director of US Operations. The Vice President and Director will gather facts and if necessary meet with the complainant to discuss and clarify the alleged discriminatory actions or other grievance issues. If appropriate, the Vice President and/or the Director may try to resolve the complaint by bringing together the complainant and the individual(s) to discuss their grievance so that a mutually acceptable agreement is reached. Completion of this resolution step should occur within **15 days** of the initial client or employee communication.

Resolution Step 2- Formalized Complaint

If the complainant wants to proceed with the complaint process, a formalized written statement with pertinent information of the discriminatory occurrence and/or the general facts of the grievance complaint, need to be submitted to either the Vice President or the Director. This may be faxed, hand delivered, mailed, emailed directly to the Vice President and/or Director or emailed via www.job2career.net .



The written statement needs to include: a description of the alleged discriminatory act or the grievance, the individual(s) involved, when it occurred, witnesses and evidence of the alleged action, and what resolution is requested. The complaint must be filed within **45 days** of the alleged discriminatory act or general grievance.

Upon receipt of the written statement, the Vice President and Director will conduct a fact-finding investigation, which may include reviewing all relevant records and interviewing witnesses. The investigation will conclude with a written report that summarizes the fact-finding results and any recommendations. The Vice President and Director will notify involved parties in writing as to the outcome of the investigation, including the resolution or terms of any proposed mutually acceptable agreement. If all parties agree, it will go forth as a recommendation to the President. This should be resolved within **30 days**.

Resolution Step 3- President Review

If the recommendation is not acceptable to the complainant, they may elect for an impartial review by the President. The President will conduct a review of the written report pertaining to the investigation of the complaint. The President may listen to testimony of the involved parties including witnesses and review any evidence relating to the alleged discrimination occurrence or other grievance complaint. The President will determine whether a sufficient basis exists to conclude that the complaint is valid and will recommended actions to resolve the matter. This should be completed within **30 days** of receipt of the written request for an impartial review by the President. This may be extended at the President's discretion.

Final Resolution by President

The President will make a written determination as to the result of the investigation and will provide a copy to the complainant. The President will include a statement indicating what action (if any) will be taken. These actions could range from dismissal of the complaint to the initiation of disciplinary action depending upon the grievance filed. Such disciplinary action could range from counseling and/or education to dismissal if the grievance is of a discriminatory nature. The President's written determination concludes Job2Career's internal discrimination, complaint and grievance process. The decision of the President is final.