



## **SEIU Local 1021 STAFF COMPLAINT RESOLUTION PROCEDURE**

**STEP 1:** An individual or group of members that has a disagreement with or complaint against a staff person should first contact the staff person and attempt to resolve the problem by discussing it with the staff person involved. A chapter/bargaining unit officer or steward may be present at the discussion at the request of the member(s). A staff union steward or other representative may also be present at the discussion, at the request of the staff person. The staff person is to be contacted by the member(s) regarding the complaint within thirty (30) calendar days of the date or discovery of the incident leading to the complaint.

**STEP 2:** If there is no resolution at Step 1, the member may submit a written complaint to the team leader (or the field director if the subject of the complaint is the team leader). The complaint is to be submitted (mailed) within ten (10) calendar days after the date of the discussion at Step 1. The team leader shall respond in writing within ten (10) calendar days of receipt of the written complaint.

**STEP 3:** If there is no resolution at Step 2, the complaint shall be submitted (mailed) within ten (10) calendar days of the Step 2 response to the field director (or the Lead Director if the subject of the complaint is the field director).

The field director or Lead Director is to send a written notification of the final resolution of the complaint to the complainant(s) and the steward/officer within twenty-one (21) calendar days after the filing date of the Step 3 written complaint.

**FINAL STEP--STEP 4:** If the member(s) is not satisfied with the Step 3 resolution, she/he/they may appeal to the Executive Board within twenty-one (21) calendar days of receipt of the Step 3 response. The Executive Board shall take up the complaint at the board's next regularly scheduled meeting.

All time limits may be extended by mutual agreement of the parties.