

Employee Concern & Resolution Process

Informal Resolution of Employee Concerns

Purpose: The purpose of this document is to clearly communicate the process for employees to obtain prompt and equitable solutions to informal concerns. **At no time does engagement in this process suspend the right to file a formal appeal or grievance. This process is designed to bring structured support to informally resolving employee concerns.** If you have a concern about a violation of the negotiated agreement, please contact your association. Incidents associated with violation of Board Policy 116 (Title IX) or Board Policy 309 (Bullying, Harassment or Intimidation) should be filed formally by accessing those forms online. In addition, the Office of the Ombuds is also available as a confidential resource to discuss options. Ombuds@fcps.org

Step 1	Step 2	Step 3
<ul style="list-style-type: none"> <input type="checkbox"/> Use the Employee Complaint and Resolution Process Form to document your concerns and request an informal review. <input type="checkbox"/> Send a copy of the form via email to Labor Relations: HREmployeeRelations@fcps.org <input type="checkbox"/> Labor Relations will log your concern and assign a processing number to ensure timely resolution. <input type="checkbox"/> Labor Relations will send a digital copy of the form with the tracking number to the appropriate supervisor. <input type="checkbox"/> You will be contacted by the identified supervisor to schedule an informal resolution meeting. <input type="checkbox"/> After the concern is discussed, the identified supervisor will respond in writing to summarize the outcome and will send their decision to Labor Relations and provide you with a copy of the form. 	<ul style="list-style-type: none"> <input type="checkbox"/> If you are not satisfied with the resolution at step 1, contact Labor Relations to request a review at Step 2 <input type="checkbox"/> Labor Relations will send your form to the identified reviewer at Step 2. <input type="checkbox"/> You will be contacted by the identified supervisor to schedule an informal resolution meeting. <input type="checkbox"/> After the concern is discussed, the identified supervisor will respond in writing to summarize the outcome and will send their decision to Labor Relations and provide you with a copy of the form. 	<ul style="list-style-type: none"> <input type="checkbox"/> If you are not satisfied with resolution at Step 2, contact Labor Relations to request a review at Step 3. <input type="checkbox"/> Labor Relations will send your form to the identified reviewer at Step 3. <input type="checkbox"/> You will be contacted by the identified supervisor to schedule an informal resolution meeting. <input type="checkbox"/> After the concern is discussed, the identified supervisor will respond in writing to summarize the outcome, will send the decision to Labor Relations, and provide you with a copy of the form.

Directions for Supervisors, Directors, or Managers to Informally Resolve Concerns

STEP 1:	Responsible Party: Principal or Immediate Supervisor	Time: Submit within 10 Work Days of the Alleged Occurrence
STEP 2:	Responsible Party: Director or Manager	Time: Submit within 10 Work Days of Step 1 Decision
STEP 3:	Responsible Party: Director of Human Resources or Designee	Time: Submit within 10 work days of Step 2 Decision
Resolution Steps		
<ul style="list-style-type: none"> <input type="checkbox"/> Initial and date the form, and determine a time to meet with the complainant <input type="checkbox"/> Note the meeting outcome or identified next steps. <input type="checkbox"/> Send a copy of the completed form via email to the complainant and Labor Relations. 		