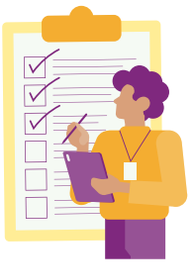
GRIEVANCE PROCEDURES

A grievance is defined as a concern, problem or complaint about the people that work with and for you. The issue can be about the way you have been treated by the agency or the employees acting on its behalf. This policy aims to provide a framework that is fair, consistent and respectful.

- NHCC VDC encourages the Veteran to start with a discussion with the program manager, Audrey Kutler, and the human resource (HR) department representative, Dawn Doerr. If the informal complaint is not fairly and constructively resolved, employee may file a formal grievance.

- To file a formal grievance you can call HR at 603-352-7707 for a grievance form to be mailed to you or you can download the form found on our website under Resources. In both cases, you will be required to complete and file a Grievance Complaint Form. The form can be mailed back to NHCC or emailed to HR. You will be contacted within 5 business days of the receipt of the grievance.



Company Responsibilities:

- Accept and thoroughly investigates all Grievance Complaint Forms.
- Ensure that the grievance is resolved within 10 business days, depending on the severity of each case.
- Treat all parties fairly throughout the grievance process.
- Adhere to the no-retaliation policy when a complaint is against management or the agency.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Accept and investigate all appeals.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.