

# ***Warren-Newport Public Library District*** **Staff Manual**

## **718 Problem Resolution**

Effective Date: 07/12/2006

Review/Revision Date: 02/08/2013; 05/18/2021

The Warren-Newport Public Library District (WNPLD) is committed to providing the best possible working conditions for its 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 WNPLD supervisors and management.

WNPLD strives to ensure fair and honest 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 an employee disagrees 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 WNPLD in a reasonable, business-like manner or for using the problem resolution procedure.

If a situation occurs when an employee believes that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor within 5 calendar days after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Deputy Director or any other member of management.
2. Supervisor responds to problem during discussion or within 5 calendar days, after consulting with appropriate management when necessary. Supervisor documents discussion.
3. Employee presents problem to Deputy Director within 5 calendar days if problem is unresolved.
4. Deputy Director counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s) if necessary, and directs employee to Executive Director for review of problem.
5. Employee presents problem to Executive Director in writing.
6. Executive Director reviews and considers problem. Executive Director informs employee of decision within 5 calendar days, and puts copy of written response in employee's file. The Executive Director has full authority to make any adjustment deemed appropriate to resolve the problem.

# ***Warren-Newport Public Library District***

## **Staff Manual**

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 and helps to ensure everyone's job security.