



SUBJECT:	Grievance and Appeals Procedure
POLICY NO:	IX:10
APPLICABLE TO:	All Employees
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EFFECTIVE DATE:	September 15, 1993
REVISION DATE:	December 1, 2019

I. POLICY:

The Hennepin Healthcare Research Institute (HHRI) seeks to provide a professional, safe, and quality environment that supports a rewarding and professionally challenging employment opportunity for you. It is the policy of HHRI to provide a process and procedure for employees to communicate work related concerns, understand the corrective action process, and provide procedures for appeals.

II. PROCEDURE:

1. **Communicating Work-Related Concerns**

- A. Generally, employees are encouraged to initially direct their concerns to their immediate supervisor. If an employee is uncomfortable discussing the concern with his or her supervisor, the employee may discuss it directly with the next level manager or with the Human Resources Department.
- B. Where appropriate, the supervisor or manager should attempt to resolve the concern. The Human Resources Department may be contacted for consultation or assistance as needed.
- C. Generally, the situation should be resolved within 14 calendar days. Extenuating circumstances may require more time. Any delays to the employee will be communicated including provided updates as needed.
- D. The employee may bring the situation to the attention of the next level supervisor or by contacting the Human Resources department.
 - 1. Where appropriate, the Human Resources Department will review facts and consult with management.
 - 2. HHRI seeks to resolve the concern within a reasonable time-period. Based upon a review of the facts, an appropriate course of action will be determined. There will be follow-up with the appropriate individuals once there is a final determination.
 - 3. For concerns related to harassment and/or discrimination, please reference the Prohibited Harassment and Discrimination Policy.

2. **Corrective Action**

- A. Types of Corrective Action
 - 1. In the event that an employee's performance and/or behavior does not meet expectations, correction action may be appropriate.
 - 2. The types of corrective action may include, but are not limited to, verbal reprimand, written reprimand, suspension, demotion, and termination.
 - 3. HHRI will determine the appropriate type and sequence of corrective action taken, if any, by reviewing the relevant issues on a case-by-case basis.
- B. Procedure
 - 1. Verbal reprimands: The supervisor should document a verbal reprimand.
 - 2. Written reprimands, suspensions, demotions, and terminations are documented in writing and are required to be in the employee's Human Resources file.
 - 3. A supervisor may ask an employee to sign the corrective action document, but they are not required to do so. Employees may choose to provide a written response by submitting the response to their supervisor or the Human Resources Department. Such responses will be attached to the corrective action document

in the employee's Human Resources file.

4. Employees have the right to appeal suspensions, demotions, and terminations as outlined in the Appeals section of this policy.

3. **Appeals**

- A. An employee may request reconsideration of a suspension, demotion, or termination by submitting a written request to the Director of Human Resources within 14 calendar days of the employment action. The request must describe:
 1. The basis for appeal,
 2. The action/relief requested, and
 3. Any additional information the employee believes to be relevant.

The Human Resources Department and Department Manager will review and respond in writing to the appeal within 14 days after receiving the request, unless there are extenuating circumstances. At the discretion of the Human Resources Department or Department Management, a meeting with the employee may be scheduled.

- B. The outcome of the appeal may result in rescission of the corrective action, modification of the corrective action, or the corrective action will remain. If a termination or suspension is rescinded, back pay may be restored.
- C. Employees covered by the Veterans Preference Act may have a different appeals process available to them. In such situations, if the employee elects to use one of those other procedures, the employee may not use the procedure outlined in this policy.

4. **Prohibited Retaliation**

- A. HHRI will not tolerate retaliation against an employee who makes a good faith report of an employee concern or who cooperates with those persons investigating the concern, regardless of the outcome of the investigation. HHRI will promptly investigate and address complaints of retaliation.
- B. HHRI will take immediate corrective action against an individual who threatens or engages in such retaliation, up to and including termination.
- C. HHRI does not tolerate employees making false accusations intended to harass or embarrass another employee. An employee making false accusation may be subject to corrective action, up to and including termination.
- D. An employee who has questions about this policy is encouraged to discuss the matter with their supervisor or Human Resources.

III. DEFINITIONS:

Retaliation: Taking an adverse action against an individual because of the individual's good faith participation in reporting suspected or alleged misconduct, expressing opposition to alleged misconduct, participating in an investigation related to a misconduct allegation, or accessing the department of Human Resources