

**AMERICAN LIBRARY ASSOCIATION  
PERSONNEL POLICY MANUAL**

Item Number 903

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GRIEVANCE POLICY

Reviewed and  
Reissued 6/03

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Objective

The objective of the ALA Headquarters grievance policy is to ensure to all employees fair and just treatment in the settlement of a grievance that has not been settled through other personnel procedures.

The Grievance

Employees may have a grievance concerning but not limited to:

- A. Performance evaluation;
- B. Termination of employment;
- C. Salary disputes, including benefits;
- D. Quality of supervision, including, for example, unreasonable requests by supervisors;
- E. Working conditions.

Normal Channels for Settlement of Complaints

The employee who has a grievance should attempt to resolve the problem before initiating a formal grievance. An employee is encouraged to discuss the problem with your immediate supervisor or if the supervisor cannot solve the problem to the employee's satisfaction, the employee may confer with the Department Head, or the Director of Human Resources.

Formal Grievances

When an employee believes that all normal channels available for settlement of a complaint have been exhausted, the employee may file a formal written grievance with Human Resources. Employees must file the grievance on the prescribed form which is available from Human Resources.

Grievances are heard by a standing appeals board which is composed of five members of management appointed by the Executive Director. The Appeals Board conducts a hearing on the grievance and submits its'

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recommendation to the Executive Director who will review it and make the final decision.

Timetable

An employee who files a grievance involving dismissal must file that grievance within three working days after the day the employee receives notice of dismissal.

Additional Information

Employees who wish to file a grievance should request a copy of the grievance procedures from the Human Resources Department. This procedure gives more detailed information about filing a grievance including the regulations under which the Appeals Board operates.

### FORMAL GRIEVANCE

Due to the circumstances outlined below, I am (we are) filing a formal grievance against

\_\_\_\_\_.

**Grievance Statement:** (attach memo if space below is not adequate)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Respondent(s) signature(s)

\_\_\_\_\_

.....  
Reply of person(s) against whom grievance is filed (respondent) (attach memo if space below is not adequate)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Respondent(s) signature(s)

\_\_\_\_\_

.....  
(Actions taken: (to be completed by Human Resources Director)

Date

Action

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_