

DW GRIEVANCE PROCEDURES

Residents

All Residents have the right to file a grievance against any staff member or the program itself. Residents who have a complaint against another Resident are encouraged to first attempt to resolve the issue with the Resident involved. If needed, the Resident can then take it to their Reentry Coordinator who will investigate the issue and take action if warranted. The procedure for filing a grievance is as follows:

1. Request a Grievance Report form from any staff member.
2. Fill out the form, including a detailed description of the issue/incident.
3. Submit the form to any staff member after signing and dating it.
4. Your Reentry Coordinator will review the grievance, investigate, interview those involved, and respond in writing within 3 working days of the day the grievance was filed.
5. If the Resident is not satisfied with the outcome, he may appeal in writing to the Site Director within two days. The Site Director will investigate the issue and make a decision within one week. This determination shall be final.

DOC COMPLAINTS PROCEDURES

- The Department of Corrections Inspection and Enforcement Unit does not review appeals regarding decisions made by Damascus Way, for example Violation or Discipline complaints, issues with Work Release, etc.
- The Department of Corrections Inspection and Enforcement Unit does not review complaints about court issues.
- The Department of Corrections Inspection and Enforcement Unit reviews complaints related to standards governing the operation of detention facilities and DOC licensed facilities (Damascus Way).
- Before contacting the Department of Corrections Inspection and Enforcement Unit regarding the standards issue, you should try to resolve the problem through the facility's grievance process. In your letter to the DOC, explain whom you have written grievances to and their response.
- The Department of Corrections Inspection and Enforcement Unit policy requires that all complaints be in writing.

- Be specific about the nature of your complaint and what you are requesting. Please sign your letter and print your name.

You can send your complaints to:

Department of Corrections
Inspection and Enforcement Unit
1450 Energy Park Drive, Suite 200
St. Paul, MN 55108-5219

Transform Employee Handbook

Transform Minnesota is committed to building and maintaining a workplace that is objectively respectful and professional for all employees. Transform Minnesota acknowledges that misunderstandings, concerns or conflicts can arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves naturally. However, Transform Minnesota recognizes there are times when the need arises for employees to express their concerns in a formal manner.

Exclusions

This policy solely addresses communications and behavior that do not involve claims of harassment, discrimination, or retaliation. Such claims should be immediately submitted to the Chief Operating Officer of Transform Minnesota.

Retaliation Prohibited

Transform Minnesota does not tolerate any form of retaliation against employees who bring a concern forward or assist in providing information with respect to a concern. Transform Minnesota has the authority to take disciplinary action against any individual, where disciplinary action is deemed appropriate, up to and including termination.

Procedures

Step 1: Informal Discussion with Supervisor

All employee concerns should first be discussed with the employee's direct supervisor. Many concerns can be resolved informally when an employee and his or her supervisor take time to review the concerns and discuss options to address the issue. If the employee's concerns involve sensitive circumstances, preventing discussion with the employee's direct supervisor, the employee may contact the Chief Operating Officer of Transform Minnesota.

Employee concerns related to the Chief Operating Officer may be addressed with the Chief Executive Officer of Transform Minnesota.

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Step 2: Written Statement of Concern(s) to Supervisor

If the employee is not satisfied with the results of the informal discussion in Step 1, the employee may submit a written statement of his or her concerns within five (5) business days to his or her direct supervisor to include:

- A statement describing the employee's concerns;
- Identity of the person or persons against whom the concern is related to or with, if applicable;
- Any evidence of the issue, witnesses, related policies, or other relevant information;
- The desired remedy or outcome.

The direct supervisor will have five (5) business days to respond to the employee in writing.

Step 3: Written Statement of Concern(s) to Transform Minnesota's Chief Operating Officer

If the immediate supervisor does not resolve the problem to the mutual satisfaction of the employee and the supervisor, or if the supervisor does not respond to the written concern within five (5) working days from the receipt of their written concern, the employee may submit their written concern to the Chief Operating Officer of Transform Minnesota.

The request for review must include:

- A written explanation of the concerns and details of all previous efforts to resolve the issues.
- A copy of the written concerns submitted to the direct supervisor.
- A copy of the direct supervisor's written response to the employee's concerns.
- A written statement from the employee regarding the employee's dissatisfaction with the direct supervisor's response.

The Chief Operating Officer or a designee may gather further information from involved parties, consult with the employee's immediate supervisor and any other relevant parties to investigate and evaluate the concerns. This also may include meetings with the parties directly involved to facilitate a resolution. The Chief Operating Officer or a designee will provide a written response to the employee within ten (10) business days following the conclusion of its investigation and evaluation of the concerns.

If the employee concerns are regarding the CEO, the above procedure will be followed by the COO.

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General Information

The time limits above are subject to modification on a case-by-case basis due to operational requirements, travel away from work, in-depth investigations, or other extenuating circumstances. The Chief Operating Officer and Chief Executive Officer shall have final authority to resolve any disputes regarding the implementation of this policy and procedures, including determination of the appropriate decision makers.

If an employee fails to appeal from one level to the next level of this procedure within the time limits set forth above, the problem shall be considered settled on the basis of the last decision, and the problem should not be subject to further consideration.

Concerns may only be initiated by individual employees and not by groups of employees.