



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## SARATOGA REGIONAL YMCA

www.srymca.org

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The Saratoga Regional YMCA is a charitable association that is dedicated to building a healthy spirit, mind and body for all.

Saratoga Regional YMCA  
Association Services  
290 West Avenue  
Saratoga Springs, NY 12866

## Problem Solving and Complaint Resolution

Please note: This process should not be used for harassment complaints (see Harassment policy).

The Saratoga Regional YMCA is committed to a work environment in which managers are available and willing to listen to concerns. The Saratoga Regional YMCA has adopted an informal approach to problem solving as well as a formal complaint procedure. For purposes of this policy, a complaint is a conflict over an alleged violation of an approved personnel policy, procedure, or practice.

Should you have any difficulties, problems, or a complaint which is connected with work, you must promptly bring it to the attention of your direct supervisor, the Human Resource Director, or any other member of management, as we maintain an "Open Door Policy" at all levels of management. In most instances, you and your supervisor should be able to resolve the situation.

However, if you cannot resolve the problem, the formal complaint procedure should be used. In that case, employees should follow the complaint resolution procedure outlined. While we encourage submission within 7 days of the issue, we understand some circumstances may require more time. Employees will not be retaliated against for raising a good-faith complaint or participating in the resolution process.

You should meet with the next level of management (typically the Branch Director) above your supervisor. If successful resolution is not resolved, you should request, in writing, a meeting with the next level of management within 7 days.

If the parties involved fail to reach a mutually agreeable resolution, the next level of management (typically the Vice President of Operations) should be asked to mediate and facilitate an agreement.

If successful resolution is not resolved, you should request, in writing, a meeting with the next level of management within 7 days.

If the complaint is not settled after exhausting the above prescribed procedures, the matter may be brought before the President of the Board of Directors. (When this step is necessary, the President of the Board of Directors' decision is final.)

This internal complaint process is designed for current employees. Former employees may raise concerns through appropriate external channels or by contacting Human Resources if needed.