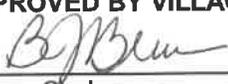


POLICY ID: HR-002	TITLE: PROBLEM RESOLUTION	
<input type="checkbox"/> ORIGINAL <input checked="" type="checkbox"/> REVISION EFFECTIVE DATE: <i>Original Adopted 10/08/2007</i> <i>Revision 1 Adopted 02/13/2012</i> <i>Revision 2 Adopted 04/10/2023</i>	APPROVED BY VILLAGE BOARD:  Village Clerk	DATE: <u>4-10-2023</u>
APPLIES TO:	<input checked="" type="checkbox"/> FLSA EXEMPT <input checked="" type="checkbox"/> REPRESENTED EMPLOYEES	<input checked="" type="checkbox"/> FLSA NON-EXEMPT <input checked="" type="checkbox"/> Non-REPRESENTED EMPLOYEES
<i>This policy applies to all Village of Kronenwetter employees in the categories checked in this section. Provisions within individual personal contracts or a collective bargaining agreement may supersede certain parts of this policy.</i>		

The Village of Kronenwetter encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Village of Kronenwetter supervisors and management. The Village desires to ensure fair and honest treatment of all employees. We expect all employees, Department Heads, the Administrator, Village President and Board members, and members of all Committees and Commissions to treat each other with mutual respect. We encourage employees as well as elected and appointed officials to communicate with each other in a positive and constructive manner.

If your concerns involve a dispute concerning the interpretation, application or violation of a collective bargaining agreement, the grievance procedures described therein must be followed.

If a situation occurs when you believe that a condition of employment or a decision that affects you is not fair, you are required to follow the problem resolution steps listed below. You may stop the procedure at any step.

1. Present the issue to your supervisor as soon as possible after the incident occurs. If your supervisor is unavailable or if you believe it would be inappropriate or uncomfortable to discuss the situation with your supervisor, you may present the problem to the Administrator.
2. Your Department Head (or Administrator) will respond to the problem during discussion or after investigating the situation further or after consulting with others involved in the situation. He/she will document all discussions.
3. If your Department Head does not or cannot resolve the issue, he/she will address the issue with the Administrator who will make any decisions that are appropriate to resolve the problem.
4. If, after following the steps indicated above, the problem or situation is not resolved, you may initiate the process defined in HR-009 Grievance Procedure.

Consistent or repetitive failure to adhere to this policy may result in discipline up to and including termination of employment.

Not every problem can be resolved to everyone's total satisfaction. However, the Village believes that honest discussions with the most closely involved persons before involving others is the most effective way to resolve most conflicts.