

Grievance Policy for WorkReady Philadelphia Youth Employees

DID YOU KNOW...?

- *You are able to speak honestly with your supervisor about challenges you have at work;*
- *There are procedures that protect your interests in the work place; and*
- *Conflict in the workplace can be resolved if you are proactive and address it immediately.*

Handling conflict in the workplace can be very difficult. If you experience an unfair act at the worksite, you can file a grievance expressing your concerns or dissatisfaction.

What is a Grievance?

A grievance is a written or verbal complaint filed against employer as a result of a perceived unfair act or job related issue experienced at the worksite. An unfair act or issue includes but is not limited to: wrongful disciplinary action, termination, or duties that cause emotional or physical harm. If you have experienced an unfair act at the worksite you should do the following before filing a grievance claim:

STEP 1 – Conflict Resolution

Meet with your worksite supervisor regarding any action, wrongdoing or attitude either expressed or implied which is perceived as unfair on the job. Your supervisor will provide you with a conflict resolution form that should be filled out by your employer and signed by both parties.

STEP 2 – Grievance Procedure

If you are not satisfied after your meeting, you should appeal in writing to the Human Resources Dept expressing your grievance and the results of your meeting. Please include your pre- grievance form, social security number, address and phone number, to:

Human Resources
Philadelphia Youth Network
714 Market Street
Suite 304
Philadelphia, PA 19106

STEP 3 - Resolution

Wait for a verbal response (72 hours) from a WorkReady Philadelphia Customer Service Representative regarding your complaint. As your employer, the Philadelphia Youth Network will investigate your claim and report back to you within (10) working days. The decision of the Philadelphia Youth Network is final and non-negotiable.

PLEASE REMEMBER!

This grievance policy is for job-related issues. For the most serious issues, such as sexual or other harassment or discrimination, youth employees should contact the **WorkReady Philadelphia Hotline immediately (267) 502-3742.**