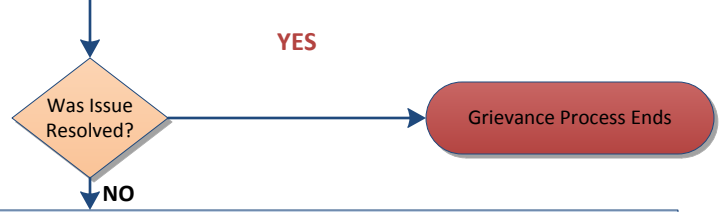


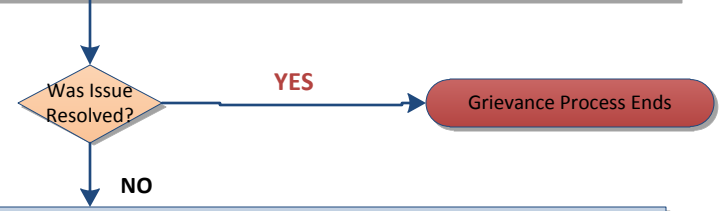
# TCA PROBLEM RESOLUTION/GRIEVANCE PROCESS

## AGGRIEVED EMPLOYEE FILES A GRIEVANCE based on Unresolved complaint, his/her working conditions, working relationship(s) or unfair treatment.

**STEP 1:** Present facts of incident to immediate supervisor. Within 3 working days, supervisor shall hear employee's grievance and shall issue a short written file note within 3 work days following the conclusion of the informal hearing. The file note shall be provided to the Personnel Department and the employee.

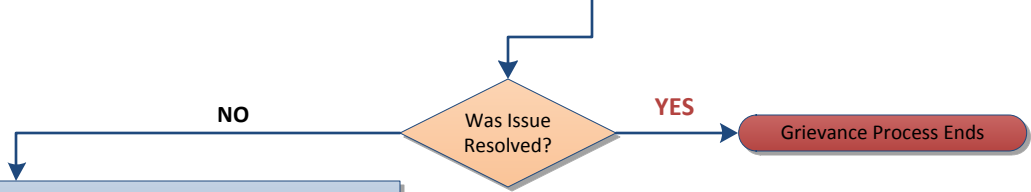
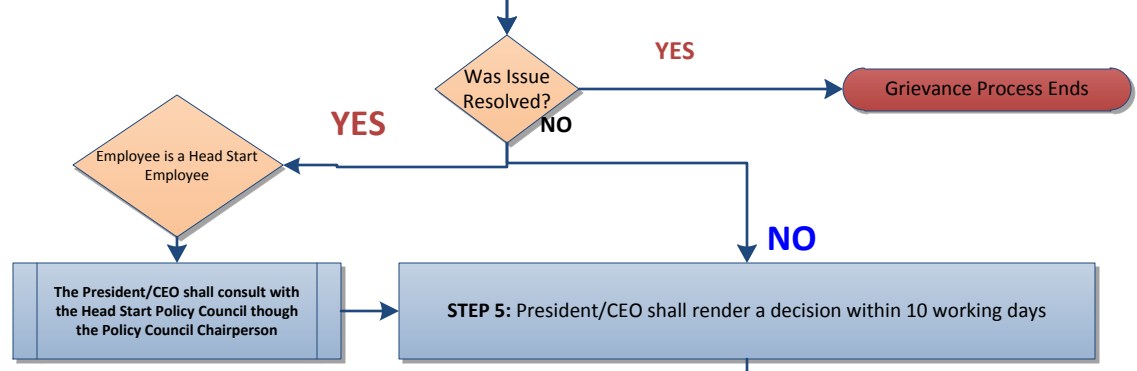


**STEP 2:** Employee submit grievance complaint to Department Head within 3 working days from reply from immediate supervisor. Within 3 days Department Head shall meet with employee and immediate supervisor. Within 3 days of the hearing conclusion, the Department Head shall issue a written file note to the Personnel Department, the employee and the immediate supervisor.



**STEP 3:** Within 3 work days, employee shall request a formal hearing to the Personnel Director. The Personnel Director has 5 work days to schedule a hearing. Hearing shall be schedule so that all parties receive written notice 10 work days in advance of the hearing. Personnel Director shall empanel from Grievance Committee Panelist, a committee of at least 5 and not more than 9 person. Personnel Director provides instructions to the Grievance Committee on rule of evidence and personnel policies involved in the grievance issue.

**STEP 4:** Grievance Committee shall render a decision within 10 work days from the conclusion of the hearing. The employee may have a counsel of his/her choosing. If the Grievance Committee fails to render a decision or if the employee wish to appeal the decision of the Committee. Employee must do so within 3 work days after the Committee decision is provided



**STEP 6:** Within 5 Working days of President/CEO decision, employee appeal to Personnel Committee of Board of Directors. Personnel Committee shall have 15 days to meet with employee, review all information, and render a decision.

