

**POLICY NAME** PROBLEM SOLVING PROCESS

**POLICY NUMBER** 2.6.4

**CATEGORIES**

**DATE PROPOSED:** 4/15/2019

**DATE OF VOTE:** 4/17/2019

**ACCEPT (Y/N):** Y

A problem solving process is available to employees who believe that they have not been treated fairly in accordance with Ice Sports Center (ISC) policies.

ISC Management wants to be aware of any condition that may be causing problems on the job. Such conditions cannot be corrected if Management is not told. If an employee is bothered by something it should be brought up and discussed frankly with a Supervisor, Manager on Duty (MOD), the Personnel Relations Manager (PRM) or the Senior Facility Manager (SFM) so that a process for resolution can begin.

ISC Management will make efforts to solve problems promptly and in a fair manner. The supervisor involved in the process will treat all employees fairly and properly. Here are the steps of problem solving in the order they should be done:

1. Talk with your immediate supervisor or the MOD as soon as possible after there is awareness of a problem. These key employees are the people responsible for what goes on in your immediate work area. He or she will review the problem, keep track of the progress, and normally give a reply within 10 days. If additional time is needed, you will be informed.
2. If you feel the problem is not solved to your satisfaction with your supervisor or the MOD, a written statement can be filed concerning the problem with PRM or the SFM. You will normally be given a written reply within ten (10) days after the statement is received. If additional time is needed, you will be informed.
3. If you feel the problem is not solved to your satisfaction with PRM or the SFM, you can file a written statement regarding the problem with the ISC Board. A written reply will normally be given within 10 days after the statement is received. If additional time is needed, you will be informed.