



Policy Section 3: BOARD – CHIEF EXECUTIVE OFFICER– EMPLOYEE RELATIONS

Policy#: 3.2

Policy: Grievance Against the Chief Executive Officer

Revision: Rev 4

Approval: August 10, 2022

1. Purpose:

- 1.1 To detail The Flower Cart Board of Directors' policy regarding grievances by a Flower Cart employee, participant, or volunteer against the Chief Executive Officer.

2. Definitions:

- 2.1 Grievance Against the Chief Executive Officer – a current Flower Cart employee, participant or volunteer's formal expression of dissatisfaction concerning an action or actions, or lack of appropriate action directed at the grieved party by the Chief Executive Officer.
- 2.2 Grievance Committee of the Board of Directors – a committee of the Board constituted for the sole purpose of dealing with a grievance directed against the Chief Executive Officer. The committee will consist of no fewer than three Directors and will not include the Board Chairperson or Vice-Chairperson.

3. Detailed Policy Statement:

- 3.1 Flower Cart employees, participants and volunteers have the right to grieve actions on the part of the Chief Executive Officer when these actions may be perceived by the person concerned to be unfair, improper, unethical or an abuse of authority.
- 3.2 A grievance may also be directed against the Chief Executive Officer for a perceived failure to act when they were required to do so.
- 3.3 The specific process for dealing with a grievance against the Chief Executive Officer is found in Policy 3.2.1- Procedure for Grievance Against the Chief Executive Officer.

4. Implementation:

- 4.1 A grievance by a Flower Cart employee, participant or volunteer directed against the Chief Executive Officer will be submitted in writing, to the Grievance Committee of the Board. See Policies 3.2.1 Procedure Against the Chief Executive Officer and 3.2.2 Template for Submitting a Grievance.
- 4.2 The Grievance Committee will ensure that the Board of Directors is informed when a grievance has been lodged against the Chief Executive Officer. The Chief Executive Officer will also be informed.
- 4.3 All reasonable steps will be taken to deal with grievances at the lowest possible level. The Grievance Committee will first investigate if a grievance directed at the Chief Executive Officer can be resolved informally (through discussion/agreement, etc.) or if the matter will require formal adjudication.
- 4.4 If the circumstances are such that the Board is unable to appropriately deal with a grievance directed against the Chief Executive Officer, an outside Consultant may be hired for that purpose.
- 4.5 A grievance against the Chief Executive Officer will be dealt with as quickly as possible and will be considered a matter of high priority by the Board.
- 4.6 The Board recognizes the need for as much confidentiality as possible with respect to grievances and will act appropriately in this regard.
- 4.7 The grieved party may withdraw the grievance at any time.
- 4.8 The Committee will gather all information pertinent to the grievance. The Committee will interview the grieved party, the Chief Executive Officer and anyone else who can factually inform the proceedings regarding the reasons/background for the grievance.
- 4.9 If a Participant, the grieved party may be assisted by a friend, co-worker, mentor, etc. in preparation for and when appearing before the Grievance Committee.
- 4.10 The grieved party and the Chief Executive Officer may request witnesses to appear before the Committee.
- 4.11 The Committee may suspend proceedings if further investigation of the grievance is required.
- 4.12 The Committee will maintain a record of the grievance proceedings.
- 4.13 Employees/participants/volunteers will not be subject to disciplinary action or other forms of censure for submitting a grievance against the Chief Executive Officer unless the grievance is deemed to be frivolous or knowingly untruthful.

4.14 Employees/participants/volunteers will not be subject to any form of censure for participating in information gathering or interviews which occur during the resolution of a grievance against the Chief Executive Officer unless the information they provide is knowingly untruthful.

4.15 The grieved party may appeal the decision of the Grievance Committee if they disagree with the outcome of the proceedings. An appeal will be directed to the Board Chairperson whose ultimate decision in the matter will be final. In the absence of the Board Chairperson, an appeal will be directed to the Vice-Chairperson. In this circumstance, the decision of the Vice-Chairperson will be final.

4.16 The Board Grievance Committee will ensure its proceedings are handled in accordance with Policy 3.2.2 – Template for Submitting a Grievance.

5. Applicability:

5.1 Board of Directors,

5.2 Chief Executive Officer,

5.3 Employees, and

5.4 Volunteers

6. Policy Authority:

6.1 Board of Directors

7. Related Policies, Procedures and Documents:

7.1 Policy 1.6 – Risk Management Policy

7.2 Policy 2.1 – General Duties of the Board of Directors

7.3 Policy 3.2.1 – Procedure for Grievance Against the Chief Executive Officer

7.4 Policy 3.2.2 – Template for Submitting a Grievance

7.5 The Flower Cart Risk Management Plan

8. Record of Amendments:

Revision #	Summary of Revision	Date Approved
Rev 0	Original Issue	November 27, 2007

Rev 1	Revised	September 27, 2011
Rev 2	Reformatted and Updated	March 28, 2017
Rev 3	Reviewed and Updated	July 07, 2021
Rev 4	Changed Executive Director to Chief Executive Officer	August 10, 2022