

## **John Turner Consulting Inc's Complaint Resolution Process**

JOHN TURNER CONSULTING INC is committed to providing the opportunity for any protected group member to voice and resolve any alleged infringement of Equal Opportunity or Affirmative Action rights that are assured through state or federal laws, executive orders and/or guidelines. Accordingly, JOHN TURNER CONSULTING INC has established a uniform grievance procedure that is known as the Resolution Process.

The Resolution Process may be used for allegations of adverse impact, maltreatment or harassment based on race, color, national origin, ancestry, sex, sexual orientation, disability or status as a Vietnam Era Veteran; allegations of failure to make reasonable accommodation for a person's disability; and/or any and all other issues arising from relevant laws and related to this Plan. The Resolution Process may be used by employees and applicants for employment.

A person who chooses to use the Resolution Process is not precluded from filing a complaint or grievance with any other appropriate agencies or authorities. Anyone using the Resolution Process shall be informed that any discovered information that could constitute a violation of anti-discrimination laws should be referred to the Massachusetts Commission Against Discrimination ("MCAD"), the Equal Employment Opportunity Commission ("EEOC") and/or other appropriate state or federal authority.

A complaint must be filed at the MCAD within 300 days of an alleged violation. For more information contact the MCAD at <http://www.mass.gov/mcad>. The MCAD is a fair employment practices agency recognized by the EEOC.

A charge must be filed with EEOC within 180 days from the date of the alleged violation in order to protect the charging party's rights. The 180-day filing deadline may be extended to 300 days if the charge is also covered by a state or local anti-discrimination law. For more information contact the EEOC at

**[http://www.eeoc.gov/charge/overview\\_charge\\_filing.html](http://www.eeoc.gov/charge/overview_charge_filing.html).**

Title VII is an anti-discrimination law based on the Civil Rights Act of 1964, as amended, that prohibits discrimination in employment on the basis of race, color, sex/gender, age, religion, creed, disability, Vietnam era veterans status and disabled veterans, and national

origin. Title VII was designed as a broad remedial measure, rather than a punitive statute, to seek to remedy discrimination through conciliation and cooperation. For more information about discriminatory practices under Title VII refer to [http://www.eeoc.gov/abouteeo/overview\\_practices.html](http://www.eeoc.gov/abouteeo/overview_practices.html).

## **Procedure**

The Civil Rights Officer is responsible for implementing and monitoring JOHN TURNER CONSULTING INC's Resolution Process. While doing so, s/he makes and preserves records of complaints, and ensures that applicable laws, regulations and rules concerning confidentiality and privacy are respected. The Resolution Process shall be made available to all employees on the company website.

## **The Resolution Process**

JOHN TURNER CONSULTING INC has informal and formal procedures for employees who believe they have experienced or are experiencing unlawful discrimination or harassment. JOHN TURNER CONSULTING INC takes all allegations of unlawful discrimination and harassment seriously and will move swiftly to respond to them. A complaint should be filed within 180 calendar days of the incident(s) giving rise to the complaint.

## **The Informal Process**

JOHN TURNER CONSULTING INC's informal process is one option available to employees to resolve complaints. The initial step in the process is reporting the behavior as soon as possible. While some situations may be appropriately resolved through informal means, others may require immediate action and will be resolved only through the formal process.

**Step 1:** Employees should speak to the civil rights officer located at the CORPORATE OFFICE, 19 DOVER STREET, DOVER, NH. Should they prefer to do so employees may also talk with the HUMAN RESOURCE ADMINISTRATOR located in the main office.

**Step 2:** The civil rights officer shall make every effort to resolve the matter informally. For example, informal resolution may take the form of meetings with the employee bringing the complaint, with the person against whom the complaint is brought; and with other parties, as appropriate, or some other mutually agreeable course of action to resolve the complaint.

**Step 3:** Should the matter not be resolved to the satisfaction of the employee bringing the complaint within sixty days, the employee may request that a formal investigation be initiated. If more time for discovery is needed JOHN TURNER CONSULTING INC may extend the time provided.

### **The Formal Process**

JOHN TURNER CONSULTING INC's formal process is another option available to employees to resolve complaints.

#### **Step I - Complaint Intake- ONE WEEK**

The Complainant contacts the Civil Rights Officer that s/he has a grievance. The Civil Rights Officer conducts an intake interview. The Complainant is informed s/he may wish to pursue other avenues of recourse (e.g. MCAD, OER). Complainant and Civil Rights Officer agree to try to achieve a resolution within four weeks. At the end of the interview the Civil Rights Officer assists the Complainant in submitting a written summary of the complaint, including a statement of desired relief. The Civil Rights Officer then logs the complaint.

#### **Step II – Investigation- FOUR WEEKS**

The Civil Rights Officer conducts an informal investigation and negotiates with the Complainant and other relevant parties in an attempt to achieve resolution. The Civil Rights Officer develops resolution options. Within four weeks the Civil Rights Officer and Complainant meet to discuss the status of the complaint.

#### **Phase III - Resolution- SIX WEEKS**

The Civil Rights Officer may devise resolution options to present to the Complainant. At the end of six weeks (or sooner) the Civil Rights Officer and the Complainant meet to present the recommended actions. The final decision shall be in writing and include a statement of reasons for the decision, including a determination of each issue of fact of law necessary to the decision.