



Luna Home Care

640 Brighton Ave, Suite 7 Portland, ME

207.808.8082

Grievance Procedure:

Step 1: Informal Discussion

- The employee or client should first address the concern with their immediate supervisor.
- If the grievance involves the supervisor, the employee may approach Human Resources (HR) or another manager.
- Every effort should be made to resolve the matter informally.

Step 2: Written Grievance

If the grievance cannot be resolved informally:

- The employee or client must submit a formal, written grievance to HR or the designated officer.
- The written grievance should include:
 - Date and time of the incident(s).
 - Detailed description of the issue.
 - Names of individuals involved, if applicable.
 - Any supporting documents or evidence.

Step 3: Investigation

- HR will acknowledge receipt of the grievance immediately.
- An impartial investigation will be conducted, including interviews with relevant parties and review of evidence.
- The investigation will aim to conclude within 7 business days, though complex cases may require more time.

Step 4: Resolution and Response

- HR or management will provide a written response to the employee detailing the findings and any action to be taken.
- If the grievance is substantiated, corrective action will be implemented promptly.

Record Keeping:

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- All grievances and outcomes will be documented and securely stored for a minimum of three years. Agency must retain a record of all grievance filed by any client or a client's legal representative in the client files. Agency will provide copies of to client within 7 Days.

Responsibilities:

- **Employees:** Report concerns promptly and honestly. Cooperate with investigations when required.
- **Supervisors/HR:** Address grievances fairly, promptly, and respectfully. Ensure compliance with this policy.
- You may appeal any decision to the DHHS 1.888.568.1112

Acknowledgment:

Employees will be required to review and acknowledge this policy upon hire. Additionally, all employees will review this policy during annual training

Luna Home Care is committed to addressing grievances constructively and fostering a positive work environment for all.

Employee Name: _____

Signature: _____

Date: _____

Position Hired for: _____