Cornerstone Behavioral Healthcare
PM.20 Grievances

An employee who believes they have received unfair or inequitable treatment because of conditions of employment or the application of the personnel policies included in this Manual, with the exception of involuntary termination, may appeal through the grievance procedure outlined below. Any grievance of an involuntary termination may be filed with the Maine Human Rights Commission at 51 State House Station, Augusta, Maine 04333-0051.

The grievance procedure is not intended to be used to file informal complaints against other employees and/or management. Given that grievances are filed only when resolution cannot occur at the supervisory level or at the level of the supervisor's manager, personnel filing grievances must be aware that the complaint will be shared with the involved party(ies). Other than directly involved parties, the grievance will be kept confidential.

PROCEDURE:

The employee will be advised of the grievance procedure during orientation**.**

An employee who perceives a grievance shall, within five (5) working days of the incident, present their grievance, in writing, to their supervisor. The employee and supervisor shall, within three (3) working days thereafter, attempt to resolve the matter. If an employee feels that they cannot take their grievance to their supervisor, the grievance will be filed with the supervisor's supervisor along with written reasons why the direct supervisor was bypassed. The grievant will suffer no retaliation or retribution, unless formal discipline is warranted, as a result of their decision; however, if it is determined that bypassing the direct supervisor was inappropriate, the grievant will be required to resolve the matter with the direct supervisor.

If the matter is not thereby resolved, the employee shall, within three (3) working days following the Supervisor's written decision, bring the matter to the attention of the HR, who shall have ten (10) working days to consider the matter and render a decision. The decision of the CEO is the final company step except in the following circumstances:

Grievance filed under PM.3 Equal Employment Opportunity
Grievance filed under PM.16A Sexual Harassment
Grievance filed under PM.16B Anti-Harassment

Record of grievance will be retained in a confidential file for three (3) years. Access to these files is allowed only to the CEO or designee, after which grievance can reside in personnel file. A file will be reviewed after seven (7) years and a decision made to dispose of or retain the record.

Frank Willard _____ 10/05/2026

CEO Date