

CLINTON-ESSEX-WARREN-WASHINGTON BOCES

Employee Concern Resolution Process

Champlain Valley Educational Services (CVES) recognizes that concerns may arise on occasion, whether work related or personal, which may adversely affect working conditions and job satisfaction. Every individual working at CVES shares responsibility in seeking resolutions to these work-related concerns, and it is in the best interest of all involved to resolve matters as quickly and amicably as possible. No employee should hesitate to raise a concern for fear of disciplinary action and/or retaliation.

The resources identified below are a reminder to employees of the various methods available to resolve a concern affecting working conditions and job satisfaction as well as any procedures that may apply in a collective bargaining agreement.

Supervisor/Principal/Director/Assistant Superintendent/District Superintendent

The district encourages the response to concerns to occur at the building or the lowest possible administrative level and by an informal process of cooperative agreement among affected parties. Formal steps for resolving complaints should only be used after informal approaches have been unsuccessful in resolving the concern. If the concern involves their immediate supervisor, but prevents the employee from discussing the problem with their immediate supervisor, the applicable director or assistant superintendent should be consulted. Employees are directed to follow the Internal Communication Guidelines with regard to bringing forward any concerns.

Anti-Discrimination/Harassment

CVES is committed to creating and maintaining a working and learning environment for employees that is free of discrimination and harassment. All complaints of discrimination and harassment will be thoroughly investigated to determine whether the totality of the alleged behavior and circumstances may constitute harassment, sexual harassment, discrimination or a form of misconduct. Employees may voice their concern through one of the options listed above or through the procedural steps outlined on the [CVES Notice of Non-Discrimination](#) page.

Additional Potential Resources

- [Employee Assistance Program \(EAP\) Brochure](#)
- [Employee Assistance Program \(EAP\) website link](#)
- [CVES Staff Communication Guidelines](#)