Policy Statement – Cornell Cooperative Extension believes that open communication between employees and management is essential to a productive and successful work environment. Regular and forthright discussions reduce the likelihood of the need for more formal review and/or formal action plans. The purpose of this policy is to establish a procedure for fair, orderly, and speedy resolution of issues/concerns that may develop in the workplace.

Informal Resolution - An employee is required to address any questions, concerns, or complaints with the employee's supervisor. If the question, concern or compliant involves the employee’s supervisor, then the employee should address the matter with the next supervisory level. The supervisor shall review the employee's concerns, conduct an investigation, if appropriate, and provide a verbal or written response to the employee in a fair and prompt manner.

Formal Review - If the employee is not satisfied with the outcome, the employee may, in writing, request a review of the issue by the Executive Director who will investigate the issue. If the Association Executive Director is the supervisor, the employee should, in writing, request a review of the situation by the Executive Director's supervisor.

Equal Employment and Related Alleged Violations – This policy pertains to review of alleged violation or misapplication of policies or rules that pertain to employment with the Association. Concerns related to equal employment opportunity laws or regulations or sexual harassment are covered in those policies.

General Guidelines – The following guidelines pertain to this policy:

- Final determinations are neither intended to set precedent nor bind the Association to any future decisions in resolving issues/concerns.

- All information received will be handled with as much discretion as possible. The issue/concern will be discussed only with those staff members involved or necessary to assist in resolving the matter. The staff members involved will do the same.

- Time spent in meetings related to resolving an issue/concern will be considered working time.