



Process

Step 1

Preparation and Planning.

Step 2

Information gathering and issue identification, i.e. conduct interviews, gather documents and other evidence.

Step 3

Verification and analysis of facts, i.e. evaluate the evidence.

Step 4

Determination of credibility, and issuance of disciplinary or corrective action(s), if appropriate.

Step 5

Communicate results: to bring closure and maintain integrity of the process.



MOODY
BIBLE INSTITUTE™

Human Resources

"On the Record" Complaints
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Employee Complaint Process



Moody Bible Institute
Human Resources Office
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Complaint Procedure

To further foster communication and reconciliation of work-related issues, following is a process for expressing your employment related concerns in addition to the Open Door Policy, Human Resources, and the Ombudsman. If you disagree with established rules of conduct, policies, practices or a specific event in which you were involved or observed, you can express your concern through the problem resolution process. No employee will be penalized or retaliated against for using the problem resolution process in a reasonable, professional manner. In situations where you feel a formal complaint is in order, the following steps should be taken:

- If you believe that you have a legitimate work-related complaint, you are encouraged to first attempt to resolve the issue(s) through a discussion with your immediate supervisor.
- If the supervisor does not resolve the problem, or the response is unsatisfactory, or the situation is not resolved within a reasonable amount of time from the time the complaint is presented, the complaint should be presented to the supervisor's manager.
- If the response is unsatisfactory or the situation is not resolved within a rea-

sonable amount of time, the complaint should be presented to the Director, Employment Services in Human Resources. Human Resources will contact you to understand the problem and will meet with whoever may be deemed appropriate to help resolve the problem.

- If necessary, Human Resources may elevate the problem to your Vice President or the President on your behalf.

Not every problem can or will be resolved to everyone's satisfaction, but only through communication, understanding and grace can we continue developing into an impactful and productive ministry.

Manager's Responsibilities

All members of management are responsible for the effective administration of this policy. Should a director, manager, or supervisor become aware of or advised of an infraction of this policy, he or she should immediately report the matter to the Vice President of Human Resources so that a full investigation may be conducted.

No Retaliation

We will not permit retaliation against anyone who complains or participates in the investigation. If an individual retaliates, severe discipline, up to and including termination, will be imposed, regardless of the outcome of the investigation. If you believe that you have been retaliated against for exercising your rights under this policy, report such conduct using the complaint procedure set forth above.

False Accusations Prohibited

Because false accusations may have serious impact on the person accused, any employee who makes a complaint that he or she knows to be false will be subject to disciplinary action, up to and including termination.

Discipline

Anyone engaging in harassment or discrimination in violation of this policy or the Equal Employment Opportunity Policy will be subject to disciplinary action, up to and including termination of employment.

