

Open Door Policy

The Club wants to ensure its employees that ideas, suggestions, and complaints will be heard. It is also the policy of management to attempt to resolve disputes that may arise between or among fellow employees or between employees and their supervisors.

Open communication between employees and immediate supervisors is encouraged. Employees should feel free to voice ideas, suggestions or complaints without fear of reprisal or retribution. If an employee wishes to remain completely anonymous, he/she can write the idea, suggestion or complaint down on paper and mail it to the General Service Center, Attention Human Resources. Otherwise, if employees have ideas, suggestions or complaints to share, the Organization directs them to follow these simple steps:

STEP 1:

An employee is directed to discuss a complaint with his/her immediate supervisor within 3 working days of the matter causing the complaint. The employee should provide details & offer possible solutions. Most matters can be resolved at Step 1.

STEP 2:

If the employee is not satisfied with the results of a discussion with his/her immediate supervisor, the employee is directed to take the matter to the Human Resources Department within 3 working days after meeting with the immediate supervisor.

STEP 3:

If the employee believes the matter remains unresolved, he/she is directed to present the matter in writing to the President & CEO within 3 working days of meeting with the Human Resources Department. The President & CEO shall consider all matters brought to his/her attention pursuant to this procedure and all decisions made by the President & CEO shall be final.

Any complaint of harassment or discrimination must be reported in keeping with the Club's Harassment policy.

In the event of a complaint involving the President & CEO, the Personnel Committee of the Board will fulfill the investigatory and decision making role of the President & CEO in this process.