



Diocese of Des Moines Grievance Procedure Policy

The Diocese of Des Moines (Diocese) values and appreciates each employee in its diocesan, parish, and school workplace and is committed to the principles of integrity, respect for others, well-being, and competence in our conduct. There may be times when employees need to file an official complaint about unjust treatment, illegal harassment (as described in the diocesan Code of Conduct for Personnel, Section 5. Professional Behavior), and/or health and safety concerns in the workplace. The Diocese takes seriously these complaints, and this grievance procedure policy clearly outlines the process for these instances to ensure that all employees working within the Diocese are heard and treated justly. The Diocese will tolerate no retaliation against personnel bringing forward a grievance.

Purpose

The purpose of the grievance procedure is to (a) explain the scope and definition of grievances and (b) outline the process for reporting and closing a grievance. This policy explicitly excludes claims of discrimination and retaliation. This policy does not alter an employee's at will status of employment.

Scope

This policy refers to employees working for employers (i.e. parishes, schools and affiliate organizations) within the Diocese of Des Moines regardless of position or status.

Policy Elements

We define grievance as a complaint, problem or concern of an employee regarding their workplace, job or coworker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and Safety Concerns
- Supervisor/Management behavior
- Adverse changes in employment conditions

This list is not exhaustive and could be subject to change. However, employees should first try to resolve issues informally before resorting to a formal grievance.

Employees who file grievances can:

- Reach out to their direct supervisor, diocesan Human Resources Director or pastor
- File a grievance form explaining the situation in detail

Employees who face a formal grievance complaint have the right to:

- Receive a copy of the complaint against them except in some circumstances where it would be appropriate to treat the grievance as anonymous
- Respond to the complaint

The Diocese will:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate grievances in a timely manner
- Treat all employees fairly
- Preserve confidentiality to the extent possible
- Resolve all grievances when possible
- Apply this policy consistent with canon law

Procedures

When an employee has a grievance within the workplace, the following are steps to follow to resolve the issue:

1. If the grievance relates to claims of discrimination or retaliation, employees should refer directly to the diocesan Human Resources Director (hr@dmdiocese.org) or to the Vicar General (vicargeneral@dmdiocese.org) when a priest is involved.
2. The employee should communicate informally with his or her direct supervisor who will attempt to resolve the problem. Document the results of the meeting including the resolution agreed upon. When an employee's grievance is against his or her supervisor, the employee should first try to discuss the matter and resolve it between them.
3. If the informal intervention with the supervisor was not successful, the employee should request a formal meeting with the pastor, presuming the pastor is not the supervisor. If the pastor is the supervisor, proceed to step four. This meeting will include documentation of the issues and subsequent discussion.
4. If the matter is not resolved in the above steps, the employee can complete the appropriate grievance form (Complaints against lay staff form or Complaints against clergy form) Step 1 and submit to supervisor. The supervisor and pastor are to make sure Step 2 is completed in a reasonable time and then submit to either the diocesan Human Resources Director (hr@dmdiocese.org) or the Vicar General (vicargeneral@dmdiocese.org), depending against whom the grievance is asserted.
5. The Diocese will provide the employee who faces a grievance claim with a copy of the grievance and invite a response.
6. The Diocese will investigate the matter either internally or with the help of an investigator.
7. The Diocese will communicate the formal decision to all involved in the process.

8. The Diocese will ensure adherence to the formal decision.

This procedure may vary according to the nature of a grievance.

Confidentiality

Consistent with civil and canon law and best practices, all parties involved, including senior management, priests and HR representatives are to keep the information about the grievance confidential to the extent they are able.

Policy Violations

If an employee is found to have violated the [Code of Conduct policy](#), they will be subject to disciplinary action, up to and including termination. The facts of the disciplinary action may not be disclosed to all parties.



Diocese of Des Moines
Grievance Claim Form – Lay Staff

Date:

Employee Name and Position:

Supervisor Name and Position:

Work Location:

Step 1

Employee Statement: Describe the factual basis of the grievance to include names, dates and information to support your grievance.

Employee Proposed Resolution: Provide at least two acceptable options for resolving your grievance. Your proposed resolutions may not be the final resolution.

Employee Signature:

Employee is to submit form to their supervisor for completion and submission to the Diocese.

Step 2

Response of person(s) who faces a formal grievance claim: Describe your response and proposed resolution if it is different from the employee's proposed resolutions.

Date:

Signed:

Supervisor response: Describe your response and proposed resolution if it is different from the employee's proposed resolutions. Include any prior discussion or previous outcomes related to the issue and provide any documentation.

Date:

Signed:

Pastor response (if Pastor is not the supervisor): Describe your response and proposed resolution if it is different from the employee's proposed resolutions. Include any prior discussion or previous outcomes related to the issue and provide any documentation.

Date:

Signed:

Supervisor is to submit this form completed through Step 2 to the Diocese.

Step 3

The diocesan Human Resource Director who will then address the situation in collaboration with the Chancellor and, as necessary, the Vicar General and/or the Bishop. If necessary, an investigation will be conducted. The decision arrived at by the Chancellor through this process will be final. The Human Resources Director will communicate the final resolution to the person who files the grievance, the supervisor, and the Pastor. Depending upon the nature of the grievance, all or part of the investigation may not be shared with the employee who brought forward the grievance.

Receipt of Grievance

Date:

Signed:

Summary of Decision: Additional documentation may be provided.

Date:

Signed:



Diocese of Des Moines Grievance Claim Form -- Clergy

In the event the grievance claim is against clergy, the employee should submit this form through Step 1 and send to the diocesan Vicar General, who will investigate the complaint in consultation with the Bishop.

Date:

Employee Name and Position:

Supervisor Name and Position:

Work Location:

Step 1

Employee Statement: Describe the factual basis of the grievance to include names, dates and information to support your grievance.

Employee Proposed Resolution: Provide at least two acceptable options for resolving your grievance that are acceptable to you. Please understand your proposed resolutions may not be the final resolution.

Employee Signature:

Step 2

Response of Clergy who faces a formal grievance claim: Describe your response and proposed resolution if it is different from the employee's proposed resolutions.

Date:

Signed:

Supervisor response (if different than above): Describe your response and proposed resolution if it is different from the employee's proposed resolutions. Include any prior discussion or previous outcomes related to the issue and provide any documentation.

Date:

Signed:

Pastor response (if different than above): Describe your response and proposed resolution if it is different from the employee's proposed resolutions. Include any prior discussion or previous outcomes related to the issue and provide any documentation.

Date:

Signed:

Following completion of Step 2 in a timely manner, return the form to the diocesan Vicar General.

Step 3

The diocesan Vicar General will then address the situation in collaboration with the Bishop. If necessary, an investigation will be conducted and the diocesan Human Resources Director, Chancellor, or another 3rd party professional may be consulted. The decision arrived at by the Vicar General and the Bishop will be final. The Vicar General will communicate the final resolution to the person who files the grievance, the accused clergy, and the Pastor. Depending upon the nature of the grievance, all or part of the investigation may not be shared with the employee who brought forward the grievance.

Receipt of Grievance

Date:
Signed:

Summary of Decision: Additional documentation may be provided.

Date:
Signed: