**SASSMM Grievance Procedure**

In accordance with Federal and state civil rights law, SASSMM and its employees, participating in or administering federal or state programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by SASSMM.

The SASSMM Board of Directors encourages the early resolution of grievances. If a situation arises in which a mutually satisfactory resolution cannot be attained, the aggrieved employee has the option of enacting the Grievance Procedure. This procedure may be used by any employee or client without fear of prejudice, penalty or recrimination. A complete and unbiased investigation will occur whenever an employee chooses to use the Grievance Procedure to resolve any grievance that may arise.

In the event that there has not been a mutually satisfactory resolution to a grievance on an informal level, the aggrieved employee or client has the option of enacting the Procedure. The procedure for filing a grievance shall include the following steps:

1. The aggrieved employee or client shall detail the grievance in writing and present it to the Executive Director or Board Chair/designee within seven calendar days from the event which caused the grievance or from the time that the employee should have reasonably been aware of the event. The Executive Director or Board Chair/designee shall attempt to resolve or settle the dispute and give written response detailing his/her action to the employee within seven calendar days of presentation.
2. If the grievance is not resolved to the employee’s or client’s satisfaction at the end of Step 1, the employee or client may present a copy of the Grievance along with a copy of the Executive Director/Board Chair/designee’s written response to the SASSMM Board’s Personnel Committee within five calendar days. The employee or client may elect to include additional comments in writing to the Personnel Committee at this step in the procedure. Within fourteen calendar days, the Personnel Committee shall review the documentation, attempt to resolve the issue and give written response to both the aggrieved employee or client and the Executive Director or Board Chair/designee.
3. If the grievance is not resolved to the employee’s or client’s satisfaction at the endof Step 2, the employee or client may present all relevant documents plus additional comments to the Chair of the Board of Directors within five calendar days. The Board of Directors shall provide all involved persons with an opportunity to be heard and shall issue a written decision within thirty calendar days of receipt of the grievance.
4. If the grievance is not resolved to the employee’s or client’s satisfaction at the endof Step 3, the matter can be pursued with a complaint to the Maine Human Rights Commission.

The Maine Human Rights Commission is the State agency charged with the responsibility of enforcing Maine’s anti-discrimination laws. The Commission investigates complaints of unlawful discrimination in employment, housing, education, access to public accommodations, extension of credit, and offensive names. The Commission attempts to resolve complaints of discrimination to the mutual satisfaction of those who are involved. The Maine Human Rights Act authorizes the Commission to pursue remedies for unlawful discrimination in Court when necessary to enforce the Act.