



Policies & Procedures Manual

Goodwill Industries
Northern Wisconsin
& Upper Michigan, Inc.



Reviewed: August 2017
Section: Human Resources
Subsection: Work Rules and Policies

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PROBLEM RESOLUTION

Goodwill encourages healthy communication and is committed to problem resolution. The purpose of the procedure is to provide a systematic process for action in the event that attempts of problem resolution have been unsuccessful.

The following steps reflect the problem resolution process:

Step One:

The employee discusses the issue with their immediate supervisor. If the issue remains unresolved, the employee may continue the complaint in writing. The problem must be presented to the supervisor within five working days from the occurrence, which led to the need for problem resolution. The supervisor will deliver a written response within five working days from receipt of the Written complaint.

Step Two:

Employees dissatisfied with the results may communicate their objection in writing to the department manager. This must occur within five working days from the receipt of the supervisor's response. A written response will be delivered within five working days.

Step Three:

Employees dissatisfied with the results may communicate their objection in writing to the Vice President of Human Resources, within five working days of the receipt of the manager's response. A response will be issued within five working days of the written receipt of objection. If this response is unsatisfactory to the employee their written objection may then be communicated to the CEO and Executive Team and a response will be issued within 5 working days of the written objection. This decision is final.

The following exception can be made to Step 3 of the process:

If the unresolved problem originally involves the Vice President of Human Resources and the employee is dissatisfied with the response from the manager, the employee may communicate in writing to the CEO within five days of the last response. A response will be issued within 23 days of receipt. The decision will be final.

If an employee's complaint/concern involves sexual harassment, safety hazards/OSHA violations, or is a Whistleblower complaint; employee should call the Vice President of Human Resources or the CEO directly at (715) 732-0563.