

**OLIVE VIEW-UCLA MEDICAL CENTER  
PATIENT ACCESS  
POLICY & PROCEDURE**

**NUMBER: 761  
VERSION: 2**

**SUBJECT/TITLE: GRIEVANCE PROCESSING PROCEDURE**

**POLICY:** Employee grievances will be addressed promptly and equitably without discrimination, coercion, restraint, or reprisal against any employee who may submit a formal grievance.

**PURPOSE:** To provide a mechanism for addressing employee grievances to Patient Access Supervisory and Management staff.

**DEPARTMENTS: PATIENT ACCESS**

**DEFINITIONS:** A formal grievance is a written presentation of employee complaints or allegations. A formal grievance is a written appeal from the employee's immediate supervisor's verbal decision.

Immediate supervisor is defined as the supervisor who routinely assigns, inspects work of, signs timecard for, and prepares Performance Evaluations on the grieving employee.

**PROCEDURE: IMMEDIATE SUPERVISOR:**

Immediate supervisor handles formal grievances at the first level.

1. Receive original formal grievance from employee, initial & date in appropriate space date received. Attachment I

**Note:** This information is critical since supervisor must respond to grievance within 10 working days from date received (*Monday thru Friday, excluding holidays*).

2. Notify Division Manager/Head (as appropriate to your division), and Olive View Office of Human Resources immediately, and provide them with a copy of the grievance.
3. If employee requests a 1<sup>st</sup> level grievance hearing, determine whether the employee will have legal or union representation:
  - a. If so, contact representative to schedule the hearing and the employee will be notified of date and location.

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- b. If employee has no legal or union representation, notify Division Manager/Head, and proceed as instructed.
- 4. At the conclusion of the 1<sup>st</sup> level hearing, and with the counsel of Human Resources, document on original formal grievance either of the following statements:
  - a. Grievance denied, date and return to employee.
  - b. Grievance granted, date and return to employee.
- 5. Retain all documents, and record all activity, and conversation in reference to this grievance.
- 6. Any level of review or any time limits established may be waived or extended by written mutual agreement. Supervisor must ensure Division Manager/Head and Human Resources are informed before this decision is made.

**DIVISION HEAD/MANAGER**

- 1. Receive original formal grievance from employee, date & initial in appropriate space, date received.
- 2. Notify Human Resources immediately.
- 3. Follow step 3a above.
- 4. Obtain all information from Supervisory staff as appropriate
- 5. Consult with Human Resources.

References:	
Approved by: Lisa Cruz (Assistant Hospital Administrator)	Date: 07/19/2019
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