

**ATTACHMENT A  
HUMAN RIGHTS/GRIEVANCE POLICIES**

It is the policy of Goodwill Industries Serving Southeast Nebraska, Inc. to provide an effective and acceptable means for you to bring problems and complaints concerning your welfare at work to the attention of management. Abuse, physical, verbal psychological neglect, or exploitation will not be tolerated. Goodwill prohibits all forms of physical and psychological abuse (including humiliating, frightening, or exploiting behavior or corporal punishment).

This policy will be communicated to all individuals employed by Goodwill Industries through the use of the agency handbook. A verbal explanation will accompany the written material if reading assistance is needed.

**PROGRAM PARTICIPANTS**

The agency will help any individual gain access or give a referral to a guardian, conservator, self-help groups, and/or advocacy services. The agency will gather and share literature with individuals on services available in the community, and will provide case management assistance to program individuals in accessing these services. The availability of assistance will be determined at the time of the request. An Employment Specialist will be available throughout the procedures outlined in the next section.

All advocacy/case management meetings will be documented and the attending parties will sign the documentation.

For concerns regarding the services you are receiving and/or questions related to disability information such as rehabilitation services, transportation, special parking permits, legal rights, and any other questions related to a disability contact

Client Assistance Program (CAP)  
301 Centennial Mall South, Box 94987  
Lincoln, Nebraska 68509  
471-3656 V/TT in Lincoln  
1-800-742-7594 V/TT toll free in Nebraska but outside Lincoln  
[www.cap.state.ne.us](http://www.cap.state.ne.us)

**GRIEVANCE PROCEDURES**

Complaints should immediately be presented verbally to your immediate supervisor. You should personally submit the complaint, but may bring a co-worker, or advocate/interpreter to appear with you if assistance is needed with communication.

To ensure prompt attention, complaints must be submitted in writing within one (1) working day after the event prompting the complaint. The immediate supervisor should make every effort to resolve the issue at the initial stage.

If the complaint cannot be settled by your supervisor, contact your Employment Specialist (ES) or Human Resources (HR). The ES or HR should within one (1) working day or the following working day if on Friday or a holiday, indicate in writing steps to be taken to resolve the problem. If not resolved, all documentation will be submitted directly to the department director. The department director will review all data submitted and issue a determination within two (2) working days.

If you are not satisfied with the decision of the department director, an appointment must be scheduled with the Chief Executive Officer or their designee within two (2) working days. A written appeal must be submitted to the Chief Executive Officer or their designee at the time the appointment is made. A final decision will be made by the Chief Executive Officer or their designee within two (2) working days, unless extenuating circumstances prevent all relevant information from being collected in the two-day time frame. The Chief Executive Officer's or their designee's determination is the final appeal within Goodwill.

Any formal complaint, grievance, or appeal that is not resolved satisfactorily within Goodwill may be directed to the original referring agency or other agency of choice.

The grievance policy also covers individuals who work at non-Goodwill sites. In some instances incidents that occur may result in suspension pending investigation. If facts substantiate allegations (e.g., entering restricted areas, theft, or other major violations) termination will occur with no right of appeal within Goodwill.

I have received this policy and understand that it is my responsibility to read or have this policy read to me. It is also my responsibility to make sure that I understand this policy.

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Signature

Date

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Advocate Signature

Date