

## Whistle Blower Policy

### Complaints and Grievances

The Blood Connection's (TBC's) intent is to find a solution that helps everyone concentrate on the reason TBC exists—to serve the community.

Complaints and/or grievances may include but are not limited to concerns regarding quality, safety, wages, supervision, disciplinary actions, application of policy, harassment and working conditions.

If an employee has a complaint or needs a problem solved, the employee is encouraged to report the problem as soon as possible to those who can solve it. If an employee believes that he/she has a legitimate work-related complaint, the employee is encouraged to first attempt to resolve the issues through discussions directly with his/her immediate supervisor. If the employee's supervisor fails to respond within five days from the time the complaint is reported, barring extenuating circumstances, the complaint is to be elevated, by the employee, to the attention of the next level manager/director.

If after due course of unsuccessful resolution through the chain of command, or if the employee believes the chain of command is unresponsive or frankly is the cause behind the complaint, (TBC) has two methods for reporting complaints or grievances beyond the normal supervisory roles.

- Confidential submittal via a 24 hour independent contractor Compliance Line at 1-888-423-7986
- Submission in person to the TBC Human Resources Department.

Complaints and Grievances received through these means are generally handled in the following manner:

The situation is first evaluated. Reports from the Compliance Line contractor inform TBC of the nature of the complaint or grievance. TBC responds in writing and the Compliance Line contractor transmits that reply to the complainant. If more communication is needed, the Compliance Line contractor mediates the transmittal. Regardless, a reasonable hearing and resolution are provided for employee concerns that may arise.

TBC will attempt to resolve all complaints within a reasonable period of time while preserving the confidentiality and privacy of those involved to the extent feasible. If no resolution can be established then the decision of the President/CEO becomes final.