

Do I have a Grievance?

A grievance is an expression of unhappiness or concern with something regarding your services or employment at Access Alaska.

What should I do if I have a grievance?

1. We encourage you to first discuss your concerns or complaints with the person who is directly involved with your concern. If you are uncomfortable doing that you may ask to speak to a supervisor.
2. If the direct supervisor is not available any supervisor will be happy to address your concerns. You may be asked to complete a grievance form. This form can be found on the Access Alaska Website located at: <http://accessalaska.org/>
3. If you are not satisfied with the feedback: you may contact one of the following people:

Human Resource Director	1-907-263-1930
Compliance Officer	1-907-263-1938

4. A designated Access Alaska employee will investigate your grievance with the goal of resolving your dissatisfaction. You will receive 2 written responses to your Grievance. The first letter will be a notice (sent within one working day of receipt of the Grievance) that confirms your grievance has been received. The second letter will be sent to you within 60 days with the results of the investigation. You may request copies of the documentation resulting from your grievance.
5. If you are not an employee and we have been unsuccessful at solving your grievance you may file a grievance with the appropriate oversight organization. If you need help determining who that would be, please call our office and we will provide you with the correct contact information.