



## Training Acknowledgment

Employee Name: Alexandra Prettenhofer Policy/Procedure/Topic: Chain of Command

Trained By: Beth Pierce Date Trained: 12/21/21

I acknowledge that I have received training on the above topic, along with supporting policies, forms and procedures.

I understand that it is my responsibility to adhere to the requirements of the training fully, and if I do not understand my responsibility or need clarification, I will seek immediate assistance from a Home Manager in order to act in accordance with state policy, procedures and company expectations.

I understand that this Training Acknowledgment will become part of my permanent employment record, and that failure to apply the principles I was taught in my training will result disciplinary action, up to and including my termination of employment for failure to follow company policy.

Alexandra R. Prettenhofer 12/21/21  
Employee Signature Date

Beth Pierce 12/21/21  
Home Manager Signature Date

Copy to Employee  
Copy to Employee Personnel File/HR



## Reporting Chain of Command Policy

**Purpose:** To promote constructive and orderly communication between staff and supervisory personnel, and to provide staff with clear procedure when reporting information, complaints, concerns, and grievances.

**Policy:** All employees of the Organization will follow the chain of command Indicated below in all reporting and grievance processes.

**Procedure:** All employees will contact their immediate Manager for questions, concerns, complaints or grievances and reporting purposes. If a staff's complaint/grievance concerns an immediate supervisor, the staff will then report to their immediate Manager's Manager.

1. Employees are not to take any concern, complaint, grievance, or reporting issue to a Manager other than their immediate Manager. Going over an immediate supervisor's head will not be allowed under normal circumstances. Any occurrence will be subject to disciplinary measures up to and including termination.
2. To rise to the level of breaking the chain of command, a complaint must be one of abuse, neglect, fraudulent conduct, criminal offense or other serious licensing/Recipient Rights violation.
3. Refer to Grievance Policy/Procedure for further details.