

Attachment A



November 23, 2015

Albert J. Turk, M.D.
1494 Somervell County Road #314
Cleburne, TX 76033

Dear Dr. Turk,

Thank you again for your letter dated September 10, 2015, informing me that you wanted to file a grievance related to our conversation regarding the development and move of your practice.

As stated in your letter, on September 2, 2015, I inquired as to your willingness to move your clinic to Dr. Laughton's in an effort to assist Dr. Laughton's practice in his growth. On September 4, 2015, you stated that you were not interested in moving your practice. At the same time we additionally discussed the importance of growth, but you intimated that you were still not interested in moving.

There has been no effort to force you to move your practice. It is my understanding that you do not wish to move your practice and you will not be forced to do so.

Per the Glen Rose Medical Center Grievance Policy, if you are not satisfied with this response or conclusion (no action is being taken to "force" you to move your clinic), you may take your grievance to the next step. For your convenience, I have attached the grievance policy for your review.

If you have any questions, please do not hesitate to talk to me or contact Ladonna Green.

Sincerely,

A handwritten signature in black ink, appearing to read "Ray Reynolds", is written over a horizontal line.

Ray Reynolds
Chief Executive Officer

GLEN ROSE MEDICAL CENTER
SUBJECT: Grievance

PAGE: 1 OF 2

ORIGINATED DATE: 1995
Resources

DEPT: Human

CURRENT REVIEWED/REVISED DATE: 6/98, 6/01, 6/10

1. PURPOSE:

The purpose of this policy is to provide employees of Glen Rose Medical Center a step-by-step process through which the employee's dissatisfaction can be surfaced and addressed for resolution.

2. POLICY:

It is the policy to encourage employees to bring to the attention of management their complaints about work-related situations. Employees will be provided with an opportunity to present their complaints and appeal decisions by management through a formal complaint and grievance procedure. This process allows for full investigation, discussion and a decision.

3. DEFINITIONS:

- 3.1 Grievance – is defined as an employee's expressed feeling of dissatisfaction concerning conditions of employment or treatment by management, supervisors, or other employees. Examples of actions which may be causes of grievances include:
 - 3.1.1 Application policies, practices, rules, regulations, and procedures believed to be to the detriment of an employee;
 - 3.1.2 Treatment considered unfair by an employee, such as coercion, reprisal, harassment, or intimidation;
 - 3.1.3 Alleged discrimination because of race, color, sex, age, religion, national origin, marital status, or for any other reason; and
 - 3.1.4 Improper or unfair administration of employee benefits or conditions of employment such as vacations, fringe benefits, promotions, retirement, holidays, performance review, salary, or seniority.
 - 3.1.5 "he" or other derivatives of the word he shall be interpreted to include both the masculine and feminine gender unless the context clearly indicates the contrary.

4. PROCEDURE:

When the aforementioned questions or problems arise, the employee should bring the situation to the attention of the supervisor of the Personnel Office, for resolution. It is recognized, however, that some problems may not be able to be handled satisfactorily in this manner and the employee may continue to feel dissatisfied. In such cases, the following steps should be taken:

GLEN ROSE MEDICAL CENTER
SUBJECT: Grievance

PAGE: 2 OF 2

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- 4.1 The grieving employee should request advice and assistance from their servicing Personnel Office in processing a grievance. The Personnel Office representative will notify the entity's Senior Manager of the grievance, who will select a mediator from the group to assist the employee. If, after consultation, a grievance still exists, the employee will be accompanied, assisted and guided by the personnel director as the employee proceeds through the following steps.
- 4.2 The Personnel Office will arrange a meeting for the employee and department director. The department director will discuss the issue fully with the employee, obtain all pertinent information and talk with other persons who know the facts. The department director will then give a decision to the employee within three (3) working days, with a full explanation of the reasons for the decision. If the employee is not satisfied he/she has three (3) working days to proceed to the next step.
- 4.3 The employee, with the accompaniment, assistance and guidance of the mediator, may take the grievance to the Administrator. The personnel director will arrange a meeting for the employee and be present at any discussion. After review of all pertinent facts and discussing the grievance with the employee, the Administrator will provide the employee with a final decision, in writing, within ten (10) working days. Copies of the decision correspondence will be provided to the personnel Office and the employee's department director.

5. GENERAL:

- 5.1 Information concerning an employee grievance will be received in strict confidence. Supervisors, department heads, and other members of management will discuss a grievance only with those individuals who are involved in processing the grievance.
- 5.2 Time spent by aggrieved employees in grievance discussions with management during their normal working hours will be considered worked for pay purposes.
- 5.3 Whenever two or more employees have a common or similar complaint, the Personnel Office will select one or more of them to represent the group. The final decision on the grievance will be binding on all members of the group.
- 5.4 Management decisions on grievances will not be precedent-setting nor binding on future grievances unless they are officially states as GRMC policy. Whenever possible, the decisions will be retroactive to the date of the employee's official complaint.

6. RESPONSIBILITY:

Employees should be encouraged to use the Grievance Procedure and must not, under any circumstances, be penalized for doing so. The Personnel Office is responsible fore ensuring that the grievance is fully processed until the employee's right of appeal is exhausted.