

## **900 Employee Grievance Procedures**

### **901.1**

The purpose of the grievance procedure is to identify complaints and disputes that the employee believes have not been previously addressed or responded to through the preferred and expected process of normal employee and supervisor interaction. Any classified employee may make a written grievance about any work-related matter, conduct, policy, or condition that the employee believes to be unfair or contrary to his/her best interest.

Open, fair and respectful communication and interaction is expected at all times between all City employees. A grievance may not be used to personally malign, slander or harass another employee or supervisor. It is essential the grievance process be conducted on a professional basis and promotes a process of civility and respect for all.

### **901.2**

All grievances must be in writing.

In filing a grievance the employee shall provide no less than the following information:

- A detailed written explanation of the concern or complaint including the date, time, place and person(s) involved in the particular incident:
- The employee should also explain what actions or attempts he/she made, to date, to bring the grievance matter or concern to the attention of the Department supervisors; and
- What follow-up corrective action or response the employee desires or is recommending to be achieved as a result of the grievance and why.

### **901.3**

Grievances shall be presented first to the employee's immediate supervisor within 10 working days after the occurrence of the incident, problem or concern in question. Every attempt should be made to achieve a satisfactory solution to the grievance at this point.

Immediate supervisor and Department Heads will meet with aggrieved employees to aide in the investigation of the filed grievance. Division Directors and the City Manager are under no obligation to meet with the aggrieved employee if, in their opinion, it will not aid their investigation or decision on the matter.

If a satisfactory solution is not developed, or the response is not satisfactory to the employee, he/she may appeal the grievance to the next level of supervision including the Department Head, Division Director and City Manager. At each level the employee and supervisor have 10 working days after receipt of the response to file a written appeal or response. If no action is taken by the City Manager, the grievance shall be considered denied. The City Manager is the final step of the grievance procedure with the exception of grievances concerning the application of Civil Service Commission Rules and Regulations.

**901.4**

In matters concerning the application of Civil Service Commission Rules and Regulations, the employee may appeal, in writing, as defined above to the Civil Service Commission within 10 calendar days after receiving a response in writing or no response from the City Manager.

Classified employees (excluding Chapter 143 Fire Fighters and Police Officers) may appeal in writing any Civil Service Commission decision to the City Commission within 10 calendar days after the final ruling of the Civil Service Commission. The decision of the City Commission in such instances shall be the final administrative step of the grievance process.