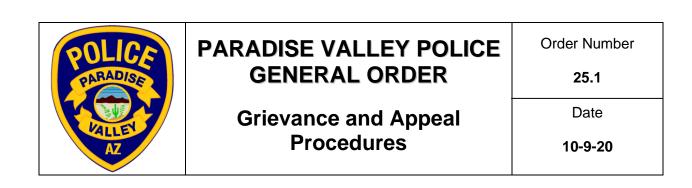


25.1 Grievance and Appeal Procedures

This policy is also covered under the Human Resources Handbook, Article XIII Section 1301.

- A. *Employees* and *supervisors* are encouraged to meet, discuss and resolve problems, to prevent grievances whenever possible.
- B. Definition: A grievance is an allegation by a classified *employee* that the *Handbook* or the written work rules of any *Town Department* have been misinterpreted or misapplied as to that *employee*; or that the classified *employee* has been discriminated against because of race, color, religion, gender, age, national origin, sexual orientation or disability as provided under applicable state or federal laws.
- C. Non-grievable matters: The following matters are **<u>not</u>** grievable:
 - 1. Fringe benefits including but not limited to retirement plans, any insurance program in which the *Town* participates, other benefits set forth in Article IX;
 - 2. Any examination, certification, or appointment.
 - 3. Any compensation/*classification* action (including salary ranges, merit increases, right to performance evaluation, or contents of performance evaluation);
 - 4. Any reduction in force action.
 - 5. Any matter not subject to control of the *Town* government;
 - 6. Complaints by unclassified *employees*;
 - 7. The *Town*'s right to direct its *employees*;
 - 8. The *Town*'s right to hire, promote, transfer, assign and retain *employees*;
 - 9. The *Town*s' right to manage *Town* operations, and to determine the methods, means, resources and *personnel* by which these operations are to be conducted.



D. Procedure

f.

- 1. Within fifteen (15) days of the occurrence giving rise to the grievance, the *employee shall* submit a Grievance Form to his/her *supervisor* stating the basis of the grievance and the remedy sought. The Grievance Form *must* clearly state:
 - a. The employee's name, Department, and classification;
 - b. The filing date of the grievance;
 - c. A complete statement of all facts and circumstances concerning the grievance, and the specific remedy sought;
 - d. The specific rule alleged to have been violated for any grievance alleging noncompliance with the *Handbook* or the work rules of any *Department*, or the nature of any alleged discriminatory action;
 - e. A summary of the efforts made to resolve the grievance informally;
 - Any additional information pertinent to the grievance;
 - g. Employee representation is allowable during the grievance process; (see GO 52.1.7.3)
- 2. Grievances not containing the information in 1 a. f. above *shall* not be accepted.
- 3. Within five (5) working days of receipt of the Grievance Form, the *supervisor shall* meet with the *employee*, discuss the grievance, and render a written decision and the basis for it. At the discretion of the Department Director or *Town* Manager, the length of time for the *supervisor*'s response to the Grievance Form *may* be extended.
- 4. If the *employee* chooses to appeal the grievance further, the grievance *must* be submitted to the next level of management within three (3) working days of receipt of the *supervisor*'s decision. Within five (5) working days, that manager *shall* meet with the *employee*, discuss the grievance, and render a written decision and the basis for it. This appeal process continues through the chain of command to the *Town* Manager. At each succeeding step the *employee must* state in writing the reason for his appeal including why the previous response

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was unsatisfactory. At the discretion of the Department Director or *Town* Manager, the length of time for the *supervisor*'s response to the Grievance Form *may* be extended.

- 5. The decision of the *Town* Manager is final and is neither grievable nor appealable. A copy of the *Town* Manager's final decision *shall* be filed with the Personnel Officer.
- 6. If the *supervisor* or manager fails to communicate their decision in writing within the specified time limit, unless the time limit is extended by the Department Director or *Town* Manager, and if the *employee* chooses to appeal the grievance further, the *employee shall* proceed to the next level of appeal within three (3) working days of the expiration of the specified time limit.
- 7. Failure to submit a grievance in accordance with the above time limits, or to appeal a grievance to the next step, constitutes abandonment of the grievance. A grievance *may* be terminated at any time upon receipt of a signed statement from the *employee* requesting such a termination.

