



## CITY OF SPRINGFIELD

Human Resources

# Grievance: Non-Union

Administrative Regulation | Investigations, Corrective Action & Labor Relations | #17.03

---

Effective Date	March 21, 2018
Revised Date	June 30, 2025
Supersedes	March 21, 2018

---

**Note:** Terms that are ***bolded and italicized*** the first time they appear in this regulation are defined below. After the first occurrence, defined terms appear in *italics only*.

## Purpose

To provide non-union employees with a fair and structured process to resolve ***grievances*** related to the interpretation or application of City policies, administrative regulations, or workplace practices.

## Scope

This administrative regulation applies to non-union employees of the City.

Employees covered by a collective bargaining agreement must use the *grievance* procedure contained in their respective agreement. Contracted, probationary, and temporary employees are not eligible to use this *grievance* procedure unless otherwise required by law.

## Policy

The City encourages employees to resolve concerns at the lowest possible level through direct and respectful communication in accordance with the Open Door administrative regulation.

When informal resolution is unsuccessful, this regulation provides a formal *grievance* process to ensure complaints are reviewed promptly, fairly, and without fear of retaliation.

Employees will not be subject to retaliation for filing a *grievance* in good faith or for participating in the *grievance* process.

## Procedure

### 1. Grievance Steps

#### A. **Step 1 – Immediate Supervisor**

- a. Within ten (10) working ***days*** of the incident, or when the employee knew or reasonably should have known of the issue, the employee must discuss the matter with their immediate supervisor.
- b. The supervisor must attempt to resolve the matter and provide a response to the employee within ten (10) working *days*.

**B. Step 2 – Appeal to Department Director**

- a. If the employee believes the supervisor’s response is unsatisfactory, or if no response is provided within the required timeframe, the employee must submit a written *grievance* to the department director or designee within ten (10) working *days* of:
  - (1) The supervisor’s response; or
  - (2) The expiration of the supervisor’s time to respond.
- b. The written *grievance* must include sufficient information to allow for a fair and informed review, including the nature of the concern and the requested resolution.
- c. The department director must, within ten (10) working *days* of receiving the written *grievance*:
  - (1) Attempt to meet with the employee; and
  - (2) Provide a written response within ten (10) working *days* of the meeting.

**C. Step 3 – Appeal to the City Manager:**

- a. If the employee believes the department director’s response is unsatisfactory, or if no response is provided within the required timeframe, the employee may appeal the *grievance* to the City Manager within ten (10) working *days* of:
  - (1) The department director’s response; or
  - (2) The expiration of the department director’s time to respond.
- b. The City Manager or designee must meet with the employee within ten (10) working *days* of receiving the appeal.
- c. The City Manager must issue a written decision affirming, modifying, or reversing the prior determination within ten (10) working *days* of the meeting.
- d. The City Manager’s decision is final and binding.

**2. Presentation to the Human Resources Director**

- a. If an employee believes that using the chain of command would be inappropriate, impractical, or difficult, the employee may present the *grievance* directly to the Human Resources Director.
- b. The Human Resources Director must review the matter and may consult with the department director or City Manager, as appropriate, to seek resolution.
- c. If the Human Resources Director determines the *grievance* is not confidential in nature, the *grievance* will be processed through the standard *grievance* steps outlined in this regulation.

**3. Time Limits**

- a. Time limits outlined in this regulation are mandatory unless extended by prior mutual agreement.

- b. Failure to comply with time limits results in the following:
- (1) If the employee fails to act within the required timeframe, the *grievance* is considered waived.
  - (2) If the City fails to respond within the required timeframe, the *grievance* may advance to the next step.

## Definitions

<b>Term:</b>	<b>Definition</b>
<b><i>Grievance:</i></b>	A complaint or dispute initiated by a non-union employee concerning the interpretation or application of City policies, administrative regulations, or workplace practices affecting terms and conditions of employment.
<b><i>Days:</i></b>	Working days. A working day is any weekday that is not designated as a City-observed holiday.

## Related Resources

### Administrative Regulations:

- [Corrective Action](#)