

	<i>Administrative Regulation</i>	
	Policy#	15.3
	Effective:	03/21/2018
	Revised:	N/A
Grievance: Non-Union		Owner:
		Human Resources

PURPOSE:

To provide a process for the resolution of a grievance as it relates to an interpretation of a City policy or administrative regulation by employees regarding workplace issues.

SCOPE:

This administrative regulation applies to non-union employees. Union employees are covered by the grievance procedure established within their respective collective bargaining agreements. Employees who are contracted, probationary, or temporary are exempt from the policy.

POLICY:

It is the sincere desire of the City to resolve issues at the lowest level possible and/or by having direct conversations in accordance with the Open Door policy. This Grievance policy is to ensure employees have a method and procedure through the use of a formalized process whereby they may have their complaints or appeals considered as fairly and rapidly as possible without fear of reprisal.

PROCEDURE:

1. Steps for the grievance procedure are:

- 1.1. Step 1 – Immediate Supervisor. The aggrieved employee shall within ten working days of the date of the grievance or knowledge thereof discuss the matter frankly and openly with the immediate supervisor. Within ten working days of such discussion, the immediate supervisor shall attempt to resolve the matter and reply to the employee.
- 1.2. Step 2 – Appeal to Department Director level. Should the employee decide that the reply of the supervisor is not satisfactory, or if the supervisor has not replied within ten working days, the employee shall within ten working days from the date of the supervisor's answer or expiration of the supervisor's time to answer, submit the complaint in writing to the employee's department director or designee. The complaint at this point should be in writing and should be so framed as to include all information necessary to assist the department director, or designee, in reaching an equitable decision. The department director shall within ten working days of receipt

of such written complaint attempt to meet with and resolve the matter with the grievant, replying in writing to the employee within ten working days of the meeting.

- 1.3. **Step 3 – Appeal to the City Manager.** If the employee decides that the reply of the department director is unsatisfactory or if the matter cannot be resolved, the employee shall within ten working days from the date of the department director's response or expiration of the department director's time to answer, refer the written complaint to the City Manager. The City Manager or designee shall meet with the grievant within ten working days of receipt of such written complaint. The City Manager, or designee, shall affirm, modify or reverse the action in writing within ten working days of this meeting, and the City Manager's resolution shall be binding on all parties.

2. Presenting the Grievance to the Human Resources Director

- 2.1. If an employee feels the grievance is such that a solution through the chain of command would be difficult, the matter may be presented directly and personally to the Human Resources Director. The Human Resources Director will then review the matter with employee's department director or the City Manager if appropriate in order to reach a solution. If, in the judgment of the Human Resources Director, the grievance is not of a confidential nature, the grievance shall be processed through the normal grievance procedure.

3. Time Limits

- 3.1. Unless extended by prior mutual agreement, the parties to a grievance will be bound by the time limits contained in this administrative regulation. If either party fails to comply with the time limits, the following shall result:
 - 3.1.1. If the grievant fails to respond in a timely fashion, the grievance shall be deemed waived.
 - 3.1.2. If the City fails to respond in a timely fashion, the grievance may advance to the next step.

DEFINITIONS:

1. **"Grievance"** is defined as a complaint or dispute initiated by an employee concerning terms and conditions of their employment at the City.
2. **"Days"** shall refer to working days. A working day is defined as all weekdays that are not designated as City observed holidays.

RESOURCES:

Administrative Regulations:

- [Corrective Action](#)

Forms:

- Grievance Form