



PARKS & RECREATION

Date: 12/31/2017 **Updated:** 06/30/2022 **Date To Be Reviewed:** Three Years – 12/31/2025

Title of Document: 4.1.12 LOPR_Grievance Procedures

Background: The City of Lake Oswego and the Lake Oswego Parks & Recreation Department (LOPR) recognizes the importance of providing timely procedures for the resolution of complaints and grievances arising from the employment relationship. Accordingly, employees are encouraged to use the Complaint Resolution Process, Personnel Policy (PP) 1-7. The policy addresses guidelines for the process including information regarding:

PP 1-7 Complaint Resolution Process

- Complaints
- Eligibility
- Four-Step Process
- Verbal Warning
- Complaints Against Charter Officers

Links to Sources:

[Personnel Policy 1-7](#)

Responsibility/Contacts: Director, Administrative Assistant