

Complaint Resolution Process

POLICY STATEMENT

The City 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.

GUIDELINES

1. *Complaints*

A 'complaint' is an employee's formal, written expression of disagreement with aspects of employment such as working conditions, hours of work, environment, relationships with supervisor and other employees, or policies or decisions of the department considered by the employee to be inappropriate. The complaint should state the action(s) to be reviewed, the date(s) of each act, and the resolution requested.

2. *Eligibility*

All regular non-represented employees who have completed their initial probationary period are encouraged to use this procedure to file a complaint.

Represented employees should use the grievance procedure outlined in their respective collective bargaining agreement.–

On-call and temporary employees, including probationary employees, alleging violation of the City's equal employment opportunity, anti-harassment/non-discrimination, ethics or other policies may take their complaints to the Human Resources Department.

3. *Four-Step Process*

The employee must initiate his or her own complaint resolution process as set forth below. On occasion and by mutual agreement, the specified time-lines may be altered to suit the circumstances.

Employees who have questions about how to proceed may seek guidance from Human Resources at any

time in the process.

(Note: The following process is the primary process for all regular non-represented employees. Represented employees should consult their collective bargaining agreement for filing a grievance.)

Step 1: Informal Discussions

Employees, supervisors, and managers are encouraged to identify and resolve workplace problems and disputes as early as possible by using informal problem solving methods, such as: direct discussions with the individual(s) involved; involvement of the supervisor, manager or department director; and assistance from the Human Resources Office.

If the problem remains unresolved after these efforts, the employee may submit a formal, written complaint to the Department Director.

Step 2: Department Review

Upon receiving a written complaint or statement of grievance, the Department Director shall review the situation, investigate as appropriate, and issue a written determination, generally within 10 workdays of receiving the complaint or grievance.

Step 3: Human Resources Review

If the employee is not satisfied with the response, the employee may forward the written complaint and any supplemental materials to the Human Resources Director within 10 workdays of the Department Director's response.

The written complaint and the supplemental materials should fully define the problem, explain reasons for dissatisfaction with the Department Director's reply, and specify the remedy sought.

The Human Resources Director will review the situation, investigate as appropriate, and issue a determination, generally within 10 workdays of receiving the complaint.

Step 4: City Manager Review

If the employee is not satisfied with the response of the Human Resources Director, the employee may file a written appeal to the City Manager within 10 workdays. The City Manager's decision is final and will be issued within 30 days of receiving the written appeal.

**4. *Complaints Against
Charter Officers***

Any employee who believes that he or she has been subjected to any type of unlawful employment practice by one of the City's Charter Officers (i.e., the City Attorney, the City Manager, or the Municipal Court Judge) should take their concerns to the Human Resources Director or either of the other Charter Officers.

In the event that the issue is unresolved, either the City Manager or the City Attorney will then report directly to the City Council regarding the complaint and will provide a copy of the written complaint to the City Council.

5. *Related Information*

- > Personnel Policy No. 1-3: Anti-Harassment and Non-Discrimination
- > Personnel Policy No. 1-6: Appropriate Workplace Conduct
- > Personnel Policy No. 2-5: Corrective Action

Approved by: _____
City Manager

HR Director

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