

CHAPTER IX

GRIEVANCES AND APPEALS

SECTION A: DEFINITION

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A grievance is a complaint made by an employee concerning the interpretation of these policies and procedures, departmental work rules, or non-disciplinary action affecting the employee's employment with the City. Matters which are not subject to grievance or appeal are disciplinary actions of any kind, including, but not limited to, reprimands, promotions, demotions, suspensions or dismissals.

As a reminder, employment with the City is "at will." No rights to appeal employment decisions are created hereunder, and there shall be no formal or informal recourse for disciplinary actions, promotions, demotions, suspensions or dismissals.

SECTION B: POLICY

The most effective accomplishment of the work of the City requires prompt and equitable adjustment of employee grievances. It is the desire of the City to address grievances informally, and both employees and supervisors are expected to make every effort to resolve problems as they arise. However, it is recognized that there may be grievances, which will be resolved only after a formal appeal and review. No employee shall be disciplined or discriminated against in any way because of the proper use of the grievance procedure.

SECTION C: GRIEVANCE PROCEDURE

An employee will file grievances in the following manner:

- 1. INFORMAL GRIEVANCES:** An employee shall first discuss a grievance with the immediate supervisor or the official who has the authority to hear the grievance and offer the type of corrective action the employee is seeking. The supervisor or official shall make inquiry into the facts and circumstances of the complaint and attempt to resolve the problem promptly and fairly.
- 2. FORMAL GRIEVANCES:** An employee who is not satisfied with the decision received informally shall have the right to file a formal written complaint with the City Manager. An employee must file a grievance within ten (10) business days of the decision on the Informal Grievance.

The City Manager should, within five (5) business days, convene a conference to discuss the grievance with the employee, the Department Director or supervisor and other appropriate individuals. A decision will normally be rendered within fifteen (15) business days and shall be final. The employee will receive same in writing.

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