



12. EMPLOYEE GRIEVANCES

12.1 Purpose

It is City policy to provide for an orderly, informed and confidential process for employees to raise concerns considered in a fair and expedient manner without fear of reprisal. The purpose of the Grievance Procedure is to provide an effective method for the prompt resolution of employee concerns without reprisal.

12.2 Definition and Exclusions

1. Definition

A grievance means any employee claim regarding his or her rights, benefits, privileges or interests that the employee believes has been violated, misapplied or misinterpreted. Claims of discrimination shall not be considered a grievance but will be considered as stated in Section 3.6.

2. Exclusions

A grievance shall not include, and the grievance policy shall not apply to any of the following:

- a) A matter on which the City is without authority to act.
- b) Any proceeding for employee disciplinary action.
- c) The content and structure of the Pay Plan.

12.3 Grievance Statement

A grievance statement must:

1. State the act or omission the employee believes unjustly denied his or her rights, benefits, privileges or interests.
2. Arise out of an act or omission of management related directly to the grievance.
3. Concern a matter within the authority and control of the City.
4. State what you want to be done, which must be within the City's authority.

12.4 Grievance Procedures and Time Limits

In attempting to resolve the concern, certain steps must be followed:

- Step 1 First, try to resolve the matter through informal discussion with your immediate supervisor. This should be done within five (5) working days after the occurrence.

- Step 2 If the matter cannot be resolved informally, submit your written grievance, within five (5) working days after Step One (1) to the Human Resources Director. The written grievance (see 12.3) shall clearly state the problem and request what you want done. The Human Resources Director may discuss the concern with your immediate supervisor or arrange a meeting with the employee and Department Head to resolve the problem. If the complaint is not mutually resolved, proceed to Step 3.

- Step 3 The employee may request the City Manager review all the facts. The Human Resources Director shall submit written documentation to the City Manager which may take up to ten (10) working days to resolve the problem. The City Manager's decision is final.

- Step 4 Department Heads may appeal the City Manager's decision to the Mayor, in writing, within five (5) working days of the decision. The Mayor will review the appeal and determine if the appeal should be heard by the City Council. If so, the Human Resources Director will place the item on the next council meeting agenda following the Mayor's decision. If the Mayor decides not to refer the matter to City Council the City Manager's decision will be sustained.