

Employee Grievance Form

Name:				Department/Division:			
Job Classification:			Date of Incident Causing Grievance:				
Home Address:				Phone Number:			
Details: (Attach Additional Pages If Necessary)							
GRIEVANCE							
	Violation(s): List any Policies, Procedures, or Guidelines You Believe Have Been Violated			1	Remedy Sought:		
0	Employee Signature:		Submitted to:	Date Subm		nitted:	
STEP 1	First Level Supervisor's Decision: (Attach Additional Pages If Necessary)		Time Extension Agreed Upon Thru (Date):		1/L Supv Initials:	Employee Initials:	
			Date Decision was Given:		1/L Supervisor's Signature:		
			I ☐ Accept / ☐		Appeal this decision		
				Employee's Signature:		Date:	
STEP 2	Second Level Supervisor's Decision: (Attach Additional Pages If Necessary)		Time Extension Agreed Upon Thru (Date):		2/L Supv Initials:	Employee Initials:	
				Date Decision was Given:		2/L Supervisor's Signature:	
				I ☐ Accept / ☐ Appeal this decision			
				Employee's Signature:		Date:	
STEP 3	Division Head's Decision: (Attach Additional Pages If Necessary)		Time Extension Agreed Upon Thru (Date):		Div Head Initials:	Employee Initials:	
			Date Decision was Given:		Division Head's Signature:		
			I ☐ Accept / ☐ Appeal this decision				
				Employee's Signature:		Date:	
STEP 4	Department Head's Decision: (Attach Additional Pages If Necessary)			Time Extension Agreed Upon Thru (Date):		Dept Head Initials:	Employee Initials:
				Date Decision was Given:		Dept Head's Signature:	
				I ☐ Accept / ☐ Appeal this decision			
				Employee's Signature:		Date:	

GRIEVANCE PROCEDURE

The procedure outlined below is general in nature and employees should consult <u>Personnel Manual, Index Code K-1</u>, or the appropriate <u>Memorandum of Understanding</u> for exact right and time limits.

As an employee, you may:

- 1. Originate a grievance without fear of reprisal and regardless of your membership or non-membership in an employee organization;
- 2. Solve grievances informally with your immediate supervisor;
- 3. Represent yourself or select another City employee and/or one non-City employee to represent you; you are responsible for ensuring your representative is present at scheduled meetings at each step in the procedure;
- 4. Withdraw or stop the grievance at any step in the procedure;
- 5. Attend a grievance meeting on City time without losing pay (and your representative, if a City employee, may also attend without losing pay). However, employees will not be eligible for overtime as a result of attending a meeting.

What is a Grievance?

A grievance is a claim or charge of misunderstanding, a difference in interpretation, or a violation of provisions of the Civil Service Rules, the Personnel Manual, management policy, or regulations including but not limited to Administrative and Department Regulations or a Memorandum of Understanding, which affect wages, hours, or other terms and conditions of employment.

When must a grievance be filed?

You must file your grievance with your immediate supervisor within 10 working days after the incident which causes your complaint. (In the case of 56-hour employees within the Fire Fighter Unit, each 24-hour shift equals two working days.)

Step

Present the grievance to your supervisor either orally or in writing. If the grievance is between you and your supervisor, you may go directly to the next level of supervision. If you want to put the grievance in writing, ask your supervisor for the grievance form and for instructions on how to fill it out. You should write out or type your grievance clearly and include specific names, dates, and other details concerning the situation you are grieving; policies, rules and regulations you feel may be involved; and the remedy or solution you would like to see. Be sure to retain a copy for your own records, then submit the grievance to your supervisor. The supervisor will give you an answer within five working days after you turn in the grievance. The supervisor then records the decision on a copy and gives it to the employee. If the employee accepts the decision, the employee signs and dates the acceptance in the space provided on the form and retains a copy. The completed copy is sent by the supervisor through the chain of command.

Step

If you feel the grievance is not solved at Step 1, you may appeal in writing to your second level supervisor within five working days after you have received the supervisor's reply. You will receive an answer within 10 working days. In order to appeal, the employee signs and dates the appeal section on the form, and a copy is forwarded to the next level of supervision. This same procedure is followed for appeals to the division head, department head, and Management Team.

Step

If not solved at Step 2, you may appeal to your division head within five working days. The division head will answer you within 10 working days. If you have no division head, you may skip this step.

Step

If not solved at Step 3, you may appeal to your department head within five working days. The department head will answer you within 10 working days. (In non-mayoral departments, this step constitutes the final resolution of a grievance involving management policy or regulations.)

Step 5 If your grievance is still in dispute after Step 4, you may request a further hearing, which at the discretion of the Management Team will take place before the Civil Service Commission, on matters over which the Commission has authority, or before the Mayor or his/her designee, by submitting the grievance within five working days. The final decision of the Commission or the Mayor or his/her designee shall be issued after the hearing. The employee or employee's representative may only request a hearing before the Civil Service Commission in matters solely involving Civil Service Rules or the Personnel Manual.

Step

Grievances involving provisions of a Memorandum of Understanding can be appealed by the appropriate employee organization to the Management Team, in writing, within 10 working days after receipt of the answer at Step 5 (provided the answer was given by the Mayor or his/her designee). The grievance will then be referred to the City Council for hearing and decision.

Can time limits be extended?

The time limits may be extended if both you and the person reviewing the grievance at that step agree by initialing in the space provided on the form. If any grievance is not appealed within the time limits or extensions, it will be considered settled on the basis of the last answer you received and cannot be further appealed.

What if I have more questions about what to do?

You may:

- 1. Ask your supervisor for assistance.
- 2. Get a copy of Personnel Manual Section K-1 from your supervisor or payroll clerk, or a copy of the M.O.U. for your unit from your supervisor.
- 3. Call (619) 236-6400 (Personnel Department).
- 4. Ask your employee organization representative or steward.