

# Grievance Policy

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- 1.0 POLICY STATEMENT:** It is the policy of the city government to foster employee satisfaction and to give careful consideration and attention to any employee complaint.
  
- 2.0 PROCEDURES:** A grievance shall be considered to be any matter concerning an employee's status or conditions of employment.
  - 2.1 *Informal Grievance* - An employee who has a problem or complaint should first try to get it settled through discussion with his immediate supervisor without undue delay. If, after this discussion, he does not believe the problem has been satisfactorily resolved, he shall have the right to discuss it with his supervisor's immediate superior, if any. Every effort should be made to find an acceptable solution by informal means at the lowest possible level of supervision. If the employee is not in agreement with the decision reached by discussion, he shall then have the right to file a formal grievance in writing within five work days after receiving the informal decision or decisions. An informal grievance shall not be taken above the department head.
  
  - 2.2 *Formal Grievance* - A grievance shall be presented in writing to the employee's immediate supervisor, who shall render his decision and comments in writing and return them to the employee within five work days after receiving the grievance. If the employee does not agree with his supervisor's decision, or if the immediate supervisor fails to provide resolution of the grievance as outlined above, the employee may present the appeal in writing to his supervisor's immediate superior. Failure of the employee to take further action within five work days after receipt of the written decision of his superior, or within ten (10) work days if no decision is rendered, will constitute a withdrawal of the grievance.
  
  - 2.3 *Further Level of Review as Appropriate* - The supervisor receiving the grievance shall review it, render his decision and comments in writing, and return them to the employee within five (5) work days after receiving the appeal. If the employee does not agree with the decision, or if no answer has been received within five (5) work days after the supervisor receives the grievance, the employee may present the appeal in writing to the department head. Failure of the employee to take further action within five (5) work days after receipt of the written decision of the

supervisor, or within ten (10) days if no decision is rendered, will constitute a withdrawal of the grievance.

2.4 *Department Review* - The department head receiving the grievance, or his designated representative, shall discuss the grievance with the employee, his representative, if any, and with other appropriate persons. The department head shall render his decision and comments in writing and return them to the employee within five (5) work days after receiving the appeal. If the employee does not agree with the decision reached, or if the department head fails to provide resolution of the grievance as outlined above he/she may present his/her appeal in writing to the City Manager. Failure of the employee to take further action within five (5) work days after receipt of the written decision of the department head, or within ten (10) work days if no decision is rendered, constitutes a withdrawal of the grievance.

2.5 *City Manager* - The City Manager, upon receiving the grievance shall discuss the grievance with the employee, his/her representative, if any, and with other appropriate person(s). The City Manager shall render his decision and comments in writing and return them to the employee within five (5) work days after receiving the appeal. Decision of the City Manager shall be final.

**3.0 RESPONSIBILITY:** The Human Resources Director is responsible for the administration and communication of this policy.

APPROVED:

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M. Denis Peterson  
City Manager

Original: 02/20/1991  
Revisions: