



RULE 8 – EMPLOYEE COMPLAINT RESOLUTION

8.1 INFORMAL EMPLOYEE COMPLAINT RESOLUTION PROCESS

The Informal Employee Complaint Resolution Process applies to all County Classified and Unclassified positions. Employees may use these processes without fear of intimidation, coercion, retaliation, or jeopardy of their employment with the County.

- A. Informal consideration of employee complaints or problems is usually in the best interest of both the County and the employee. If feasible, employees should informally and privately discuss any problem or complaint with the immediate supervisor to attempt to resolve the matter.
- B. If a satisfactory resolution cannot be reached with the immediate supervisor, employees may discuss the problem or complaint with higher-level supervisors within their department.
- C. If a satisfactory resolution cannot be reached at the department level, employees may discuss the problem or complaint including, but not limited to Letter of Reprimand or Special Observation Periods with the County Administrator or Deputy County Administrator.

8.2 FORMAL GRIEVANCE PROCEDURE

The Formal Grievance Procedure applies to all County Classified positions. Employees may use these processes without fear of intimidation, coercion, retaliation, or jeopardy of their employment with the County.

- A. A formal grievance procedure may be used in cases involving a specific allegation of misinterpretation, misapplication or violation of Human Resources policies or the Merit System Rules.
- B. The formal grievance procedure may not be used for matters involving compensation and classification of positions, personnel records, performance appraisal, work locations, scheduled work hours, and disciplinary actions. For disciplinary actions see Merit System Rule 7.2.
- C. **The steps of the Grievance Procedure are as follows:**
 - 1. **Step I:**
 - a. The employee shall complete the "Employee Grievance Form" and present it to the Department Director for response and a copy of the form shall be given to the Human Resources Director within five (5) working days of the incident giving rise to the grievance.
 - b. The Department Director shall respond in the designated portion of the form and send a copy to the employee and the Human Resources Director within five (5) working days of receipt.



2. Step II:

- a. Appointed Official Departments – if the employee does not agree with the Department Director's response, the Grievance Form shall be sent to the County Administrator or Deputy County Administrator within five (5) working days of the Department Director's response to Step I. The County Administrator or Deputy County Administrator and the employee have the option to meet prior to a decision being rendered. The employee shall be notified of the decision within five (5) working days of receipt of the employee's Step II grievance and the County Administrator or Deputy County Administrator decision is final.
- b. Elected Official Departments – if the employee does not agree with the elected Department Director's response, the Grievance Form shall be sent to the County Administrator or Deputy County Administrator within five (5) working days of the elected Department Director's response to Step I. The County Administrator or Deputy County Administrator and the employee have the option to meet prior to a recommendation being made to the elected Department Director with a copy to the employee within five (5) working days of receipt of the employee's Step II grievance.

Within five (5) working days of receipt of the County Administrator or Deputy County Administrator recommendation, the elected Department Director shall render a final decision and shall submit it to the employee in writing. The elected Department Director's decision is final.

- D. All time frames specified above in Merit System Rule 8 must be met. If the Department Director fails to meet the time frame requirements, the employee has the right to take the grievance to the County Administrator or Deputy County Administrator. If the employee fails to meet the time requirements, the grievance shall be deemed abandoned.