



# TOWN OF HILLSBOROUGH

## PERSONNEL POLICY

POLICY 202

LAST REVISED 8/1/08

### **SUBJECT: GRIEVANCE PROCESS**

**PURPOSE:** To establish standardized grievance procedures for non-represented employees.

### **STATEMENT OF POLICY:**

Employees who are members of a recognized bargaining unit are subject to the grievance provisions contained in the applicable MOU.

#### *Definition*

A "grievance" shall mean a claim or dispute by an employee with respect to the interpretation, meaning or application of the provisions of Town's policies and procedures or labor agreements.

#### *Policy*

It is the policy of the Town to afford all employees a means of obtaining further consideration of problems when they remain unresolved at the supervisory level and to establish policies and procedures that provide for timely resolution of grievances.

Strict adherence to the procedures outlined below is mandatory for all concerned, except that time limits may be extended, in writing, for good cause shown unless other procedures are provided by federal or state law regulations. The failure of an employee to comply with the procedures and timelines established in this policy shall result in the grievance being denied and shall preclude the employee from being able to further utilize the grievance process.

Every attempt will be made to resolve the grievance to the mutual satisfaction of the employee and the Town.

No part of the procedure shall be in conflict or violation of state or federal laws and regulations. When a conflict occurs, procedures prescribed by law shall be observed.

Questions or requests for additional guidance concerning procedural or substantial matters relating to the grievance should be directed to the City Manager's office.

No punitive action shall be carried out against the employee for utilizing the grievance procedure.

## **Procedure**

### *Step 1*

An employee must present a grievance within ten working days of its alleged occurrence to the employee's immediate supervisor and Department Head. The Department Head and supervisor shall attempt to resolve the grievance within five working days after it is presented to them.

### *Step 2*

If the employee is not satisfied with the Department Head's decision, the employee must submit the grievance in writing to the City Manager within twenty working days of the alleged occurrence. This written notice shall include the following:

- Statement of the grievance and relevant facts
- Remedy sought
- Reasons for dissatisfaction with the Department Head's response

The City Manager may hold non-evidentiary meetings to gather further information. At such meetings, the grievant may be represented by another Town employee. The Town will allow any employee who is asked to appear as a witness to attend during his or her regular shift.

The City Manager shall attempt to resolve the grievance within five working days after it has been presented to him or her at a hearing.

The City Manager's decision shall be final and shall not be subject to further appeal.