

CITY OF CORAL SPRINGS ADMINISTRATIVE POLICY MANUAL	
CHAPTER: 06 PERSONNEL POLICIES SECTION: 10 EMPLOYEE GRIEVANCES SUBJECT: 02 FORMAL GRIEVANCES	POLICY #: 06.10.020
	PROPONENT OFFICE/DEPARTMENT: PERSONNEL
	EFFECTIVE DATE: 10/01/83 REISSUE DATE: 03/31/89
	CITY MANAGER: TONY O'ROURKE
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POLICY

It shall be the general policy of the City to anticipate and avoid occurrence of valid complaints or grievances, and to deal promptly with any which may arise. Except where there is an acceptable reason for not doing so, all matters of this nature will be handled and transmitted through supervisors in the following order, according to the department's chain of command:

- Immediate Supervisors
- Department Director
- City Manager

PURPOSE

The primary purpose of this grievance procedure is to determine what is right rather than who is right. Free discussion between employees and supervisors will lead to better understanding by both practices, policies and procedures which affect employees. Discussion will serve to identify and help eliminate conditions which may cause misunderstandings and grievances. This purpose is defeated if a spirit of conflict enters into the consideration of a grievance. Supervisors and employees alike must recognize the true purpose of the grievance procedure if it is to be of value in promoting the well-being of the City.

DEFINITION:

Grievance: A complaint, a view or an opinion pertaining to employment conditions, to relationships between an employee and supervisor or to relationship with other employees. Employees should first discuss any problem or complaint which is in the nature of a grievance with their immediate supervisor.

PROVISIONS:

Administrative operating procedures as determined by the Director of Human Resources for this policy shall be applicable. Procedures may be amended by the Director of Human Resources from time to time as appropriate.

ADMINISTRATIVE REPEAL:

The provisions contained herein shall supersede and replace all prior City Formal Grievance Policies.

HISTORICAL INFORMATION:

This provision contained herein shall supersede and replace all prior City policies governing employee grievances.

FORMAL GRIEVANCE

(Authority: Administrative Policy 06.10.02)

(Note: Please refer to Sexual Harassment Procedures in those instances.)

PROCEDURE

1. Employees are encouraged to discuss with their immediate supervisor any grievance that they might have and resolve said grievance in an informal manner.
2. Formal Presentation to Immediate Supervisor: The employee shall present a written grievance to the immediate supervisor, who shall make a decision and advise the employee of the decision in writing within three working days, unless the grievance is a personal grievance against the immediate supervisor; in which case, the employee may request to discuss the grievance at the next level of command. Supervisors are encouraged to consult with their superiors to reach a mutually equitable solution.
3. Appeal to Department Head: If the grievance is not resolved by the immediate supervisor to the satisfaction of the employee, or if a decision is not made within three (3) working days, the nature of the grievance shall then be submitted in writing by the employee to the department head, through the chain of command. Also, attached must be a copy of the written reply of the immediate supervisor's decision.
4. Appeal to the City Manager: If the disposition of the grievance by the department director is not satisfactory to the employee or if a decision is not made within five (5) working days, the employee may, in writing, refer the grievance to the City Manager through the chain of command.
5. Appeal to the City Manager must be filed by the employee within five (5) working days after receipt of the department director's decision. The City Manager will act upon the appeal within ten (10) working days. The decision of the City Manager shall be final and the employee shall have no further right of administrative appeal.

