



ADMINISTRATIVE PROCEDURE

SUBJECT: ADMINISTRATION OF GRIEVANCES	Number <u>IV-3</u>	Effective Date: Issued: <u>04/12/1990</u> Revised: <u>11/15/2000</u> Revised: <u>06/17/2020</u>	Page 1 of 3
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PURPOSE:

To provide supervisors and managers guidance on the proper handling of grievances presented by District employees.

POLICY:

Grievances are handled in accordance with applicable Memoranda of Understanding (MOUs) or Employment Agreements (EAs).

Supervisors and managers are required to make a good faith attempt to hear, investigate, and resolve grievances presented at their level.

Supervisors and managers are required to keep accurate records of grievances filed, document in writing related discussions and meetings, seek out appropriate consultation before responding to grievances, act within the scope of their authority when responding to grievances, and adhere to all time frames per applicable MOUs or EAs. If an employee is unsure of their scope of authority, they are instructed to contact the Human Resources & Risk Manager.

PROCEDURE:

The following procedures will be observed by supervisors and managers in handling grievances:

1. Step One: Meet with Employee and Provide Oral Response

When meeting with an employee at Step One, a supervisor should listen carefully to the presentation and ask questions to ascertain what happened, to determine what section of the MOU or EA is alleged to be violated and the remedy sought by the employee/grievant. It is recommended that the immediate supervisor have another supervisor or manager present at the grievance meeting as a witness and to make a written record of what was discussed (i.e., handwritten notes or typed memo to the file). Represented employees are entitled to be accompanied by their Union representative at grievance meetings which are generally held during normal working hours. Affected employees, and their onsite employee representatives (if applicable), are entitled to paid release time for the grievance meeting, if requested in advance and approved by their supervisor(s). The supervisor hearing the grievance should conclude the meeting by stating to the grievant that the grievance will be investigated. The

supervisor shall provide an oral response and the reasons to the grievant within seven working days after hearing the grievance.

2. Step Two: Written Appeal to Supervisor and Written Response

For grievances that progress to Step Two, the grievant must make a written appeal to their supervisor. Supervisors will consult with and get approval from their department/division manager and the Human Resources & Risk Manager before replying in writing to the Step Two grievance. Any reply issued must be consistent with applicable MOU or EA provisions, and must not exceed the authority of the person issuing the reply. The written response must be timely issued to grievant, and grievant's representative, if applicable, with a copy to the Human Resources & Risk Manager.

3. Step Three: Written Appeal to Department/Division Manager and Written Response

For grievances that progress to Step Three, the grievant or union representative if applicable, must submit the Step Three grievance in writing to the department/division manager, who has full authority to settle the grievance and will provide a timely written response in consultation with the Human Resources & Risk Manager.

4. Step Four: Grievance Hearing with General Manager and Written Response

For grievances that progress to Step Four, the grievant, or representative if applicable, must request in writing to meet with the General Manager or designee, who has full authority to handle/settle the grievance. The General Manager or designee will consult with the Human Resources & Risk Manager and will provide a timely written response after hearing the grievance.

5. Arbitration

Arbitration of grievances, if timely requested will be handled as set out in the applicable MOU or EA. Decisions to defend a grievance appealed to Arbitration will be made by the General Manager or designee after consultation with the affected department/division manager and the Human Resources & Risk Manager.

RESPONSIBILITIES:

1. All parties are responsible for compliance with the applicable MOU and EA timelines to file and respond to grievances.
2. Supervisors and managers are responsible for adhering to the policies and procedures contained herein.

3. Human Resources & Risk staff are responsible for providing advice and assistance to supervisors and managers with whom grievances have been filed.
4. The Human Resources & Risk Manager will maintain a grievance log and an official District grievance file on each written grievance filed.

APPROVED:



Stephen J. Welch
General Manager