



## City of Pflugerville Grievance Policy

It is the policy of the City that employees should have an opportunity to present their work-related complaints and to appeal management decisions through a dispute resolution procedure. The City will attempt to promptly resolve all disputes that are appropriate for handling under this policy. The dispute resolution procedure is the exclusive remedy for employees with appropriate disputes.

An appropriate dispute is defined as an employee's expressed dissatisfaction concerning disciplinary action, interpretation or application of adopted policy by management, supervisors or other employees regarding wages, hours of work or conditions of work.

The following procedures must be followed by employees who have an appropriate dispute. The appeal must be initiated, in accordance with Step A Section 1, within seven (7) working days of the action that gave cause for the appeal and no adverse action shall be taken against any employee for exercising his or her rights under this procedure. All documentation requested in writing as set forth in this policy must be provided via email or hard copy. Working days are defined as weekdays, not to include city-observed holidays.

**None of these steps should be omitted or compressed, except where the employee's immediate supervisor is the Department Head in which case, the employee shall skip Step C.**

### **Step A**

1. Employee requests an appointment in writing to informally discuss the cause for appeal with immediate Supervisor and informs Supervisor.
2. Supervisor, based on policy and procedures, decides what action, if any, to be taken and notifies the employee of the decision in writing within five (5) working days.

If **Step A** does not result in a satisfactory resolution to the dispute or the Supervisor fails to respond within the time period allowed, the employee shall proceed to **Step B** within five (5) working days of either action.

### **Step B**

1. Employee shall provide a written statement to their immediate Supervisor outlining details of the cause for appeal, the grievance regarding the action, and state the specific remedial action requested (the "Documented Cause for Appeal").
2. Supervisor reviews the facts and makes a decision based on policy and procedures.
3. Supervisor notifies the employee in writing within seven (7) working days of his or her decision.

If **Step B** does not result in a satisfactory resolution to the dispute or the Supervisor fails to respond within seven (7) working days, the employee shall proceed to **Step C** within five (5) working days of either action.

### **Step C**

1. Employee submits a copy of the Documented Cause for Appeal to the Department Head, along with a copy of the decision made by the Supervisor or a statement that the Supervisor failed to provide a decision within the seven (7) working day limit.
2. The Department Head shall review the Documented Cause for Appeal and provide a statement of the action to be taken, if any, within seven (7) working days of receiving the Documented Cause for Appeal.

If **Step C** does not result in a satisfactory resolution to the dispute or the Department Head fails to respond within seven (7) working days, the employee shall proceed to **Step D** within five (5) working days of either action.

### **Step D**

1. Employee submits a copy of the Documented Cause for Appeal to the City Manager along with copies of any decisions made in the previous Steps or statements of a failure to respond by the Supervisor or Department Head.
2. If the City Manager establishes there is a conflict of interest, the City Manager may appoint a designee. If a designee is appointed, the City Manager will notify the employee in writing within three (3) working days.
3. The City Manager or designee provides the employee with a written copy of the decision within ten (10) working days after receipt of the Documented Cause for Appeal.
4. Completion of Step D is the end of the Administrative dispute resolution process.

### **Stopping the Grievance Procedure**

The employee who has filed the dispute shall be able to stop the procedure either by action or inaction.

The dispute resolution procedure shall be stopped if:

1. The employee indicates in writing that they are satisfied with the action to resolve the dispute at any level of the dispute resolution procedure;
2. The employee, for any reason, indicates in writing that they no longer wish to continue the dispute procedure;
3. The employee fails to take action to continue with the next step of the procedure within the allotted time as defined in the process for each step; or
4. The employee resigns from their position.