

SECTION 30

GRIEVANCE PROCEDURE

PURPOSE: To provide a system to hear grievances concerning the terms and conditions of employment. The grievance procedure may not be used to alter a written term or condition of employment currently in effect.

POLICY: It is the policy of Lake County that all employees be treated fairly and consistently.

GENERAL ADMINISTRATION:

1. STEP 1: CONFERENCE WITH IMMEDIATE SUPERVISOR AND DEPARTMENT/DIVISION DIRECTOR

~~This is the initial step for an employee who feels that there is (are) a valid reason(s) for complaint. Within 30 days of the occurrence, the employee may request a conference with their Supervisor and Department Director. The Department Director shall make every effort to resolve the complaint at this point by encouraging open communication and understanding. The employee will be given a written report detailing the discussion with their Department Director regarding the efforts to resolve the complaint(s) stating issues that have been resolved and any remaining unresolved issues. If the employee is dissatisfied, the process continues to STEP 2. (See Addendum - Effective October 26, 1999)~~

2. STEP 2: APPEALS TO THE COUNTY MANAGER

If the grievance has not been resolved, the employee may file a written request within seven (7) calendar days of the receipt of the response from STEP 1 for the grievance to be heard by the County Manager. In the case of grievances resulting from terminations, suspensions or demotions, the County Manager may refer the grievance to a grievance committee to consider the matter and make recommendations.

Should a grievance committee be convened, the grievance committee shall be composed of not less than three (3) employees to hear informal testimony. The committee shall be randomly chosen and shall not include employees who are from the grievant's department. The Committee shall include one department director, one supervisor other than a department director and one employee who is not a supervisor. All three (3) employees of the Committee shall be from different departments. The committee shall elect a chairperson. The Human Resources Director shall make arrangements for the committee to meet. The committee shall make a decision by a majority vote and a written statement of the decision and recommendations shall be issued to the County Manager and the participants within five (5) working days of the meeting. Should a grievance committee not be convened, the County Manager shall hear informal testimony.

In either case, the employee shall have the right to be accompanied, represented, and advised by legal counsel, or be self represented. If the employee will be represented by counsel, the employee shall inform the Personnel Department of this in writing at least one

(1) working day before the hearing. The employee shall be responsible for their own attorney fees. All proceedings before the grievance committee or the County Manager shall be informal and legal rules of evidence and procedure shall not apply.

Within ten (10) calendar days of the proceeding, or in the case of a grievance committee recommendation, within ten (10) calendar days of the grievance committee recommendation, the County Manager shall issue a written order which may sustain, reverse, or alter the outcome of the matter which is the subject of the grievance. The decision of the County Manager shall be final and binding.

ADDENDUM:

Effective October 26, 1999

Section 30/Grievance Procedure Revise text to step 1 as follows:

This is the initial step for an employee who has not had a Pre-Determination Conference (PDC), who feels there is (are) a valid reason(s) for complaint. If a PDC was held, proceed to step 2. If no PDC was held, the employee may request, within 30 days of occurrence, a conference with their Supervisor and Department Director. The Department Director shall make every effort to resolve the complaint at this point by encouraging open communication and understanding. The employee will be given a written report detailing the discussion with their Department Director regarding the efforts to resolve the complaint (s) stating the issues that have been resolved and any remaining unresolved issues. If the employee is dissatisfied, the process continues to Step 2.