

SH 500 Rights of Employees

SH 520.1 Grievance Procedures

Adopted: 2/81, Revised 12/02, 9/07

Procedures

The Grievance Procedures detail the steps that must be taken when an employee has a complaint that falls into the categories that may be grieved as identified in the SH520 Grievance Policy.

Step 1: An employee shall first discuss a grievance with his/her immediate supervisor in an attempt to reach a reasonable conclusion. If the grievance involves an improper action by a direct supervisor, the employee may go directly to a Human Resources representative or the next level supervisor who will then counsel the employee on the appropriate plan of action.

Such discussion shall be initiated within five (5) working days from the date of the incident complained of, or within five (5) working days from the date the employee became aware of the incident, whichever is later.

In this step, it is not mandatory to have the grievance in writing. This step is for employees to discuss problems with their supervisor to foster better understanding. In every instance, the supervisor and employee are encouraged to settle the matter between them.

The supervisor's decision shall be given to the employee within five (5) working days. *

Step 2: A grievance not resolved at Step 1 must then be presented in writing by the grievant within five (5) working days* to the next level supervisor, who will review the grievance, discuss it with all concerned, and render a decision in writing within five (5) working days* to the employee, with a copy to the supervisor. If the next level supervisor in Step 2 is the Executive Director, Step 3 & 4 are not applicable.

Step 3: If not satisfied with the decision in step 2, a grievant has five (5) working days* from the point of receiving the decision in which to appeal, in writing, to the Director of Human Resources or to a person designated by the Executive Director to act in the Director of Human Resources' absence, who will conduct a review of the matter. This review might include gathering facts or interviewing appropriate parties. The Human Resources representative will present the findings to the Executive Director within ten (10) working days after the conclusion of the review. The Executive Director will make a decision within fifteen (15) working days and notify all parties.

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Step 4: Either party may appeal the decision of the Executive Director by requesting a review, in writing and within five (5) working days*, by the Administrative and Personnel Committee of the Library Commission. The Committee may review all previous testimony and evidence, conduct an investigation or interview affected parties if it deems necessary, and render the final decision, to be implemented by the Executive Director.

* *Note: The Executive Director may extend deadlines due to extenuating circumstances.*