

# **SH 500 Rights of Employees**

## **SH 520.1 Grievance Procedures**

*Adopted: 2/81, Revised 12/02, 9/07, 11/4/10*

### **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 SH 520 Grievance Policy. Once the grievance process has begun no communication of the grievance should occur except as part of the review process.

#### **Step 1:**

An employee must 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 must 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 must 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, the employee must put the grievance in writing and proceed to Step 3.

#### **Step 3:**

If not resolved by the decision at the previous step, 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 will include gathering all documentation, facts, and conducting interviews of involved parties and other appropriate parties as needed. The Human Resources representative will present all the documentation 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:

- A. For grievances involving promotion, demotion, suspension or termination of employment: 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 will review all documentation and may conduct an investigation or interview affected parties if it deems necessary, and render the final decision, to be implemented by the Executive Director. The appeal by a party under this section to the Committee shall be deemed an exhaustion of both parties' administrative remedies.
- B. A decision of the Executive Director involving all other grievances may be appealed at the election of either party by requesting a review of that decision of the Executive Director in writing within five (5) working days by mediation. Costs of the mediation will be paid by the Metropolitan Library System. The mediator will review documentation; may conduct an investigation or interview affected parties if deemed necessary and either effect an agreed resolution between the parties or in lieu thereof, render a final decision. Any resolution or final decision will be implemented by the Executive Director. The appeal by a party under this section for mediation shall be deemed an exhaustion of both parties' administrative remedies.

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