

SH 500 Rights of Employees

SH 520.1 Grievance Procedures

Adopted: 2/81, Revised 12/02, 9/07, 05/15, 12/17

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 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 themselves. The supervisor's decision will be communicated in writing to the employee and the next level supervisor ~~in writing~~ within five (5) working days.*

Step 2: If not satisfied with the decision in Step 1, a grievant has five (5) working days* from the date of receipt of the Step 1 decision in which to file a written appeal to the Director of Human Resources or a person otherwise designated by the Executive Director. The appeal must explicitly state what is being grieved, and provide specific evidence that will support overturning the supervisor's decision.

The resulting investigation by Human Resources will include gathering all documentation and facts (including interviews of the appropriate parties) relating to the grievance. The investigator will present the findings to the Executive Director within ten (10) working days* of the conclusion of the investigation. The Executive Director will make a decision within three (3) working days of receiving the report, and communicate his/her decision to the grievant, the supervisor, other relevant supervisors in the reporting structure, and the Director of Human Resources.

Step 3: 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 & 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. The Administrative & Personnel Committee is not required to conduct any further investigation and may, at its discretion issue a decision based on all previous documentation and reports. Should the Administrative and Personnel Committee determine that a hearing is necessary, legal representation for both the employee and the Committee is allowable in this Step 3.

The ~~Executive Director's~~Administrative & Personnel Committee's decisions will be final on all grievances.

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

Nothing in the procedure shall limit a Metropolitan Library System employee from making full use of the his/her due process rights as established in policy.