
 Town of Swansboro	<b>Personnel Policy</b>		Grievance Procedure and Adverse Action Appeal Procedure for Addressing Grievances Regarding Conditions of Employment	
	Number: Article X; Section 3	Revisions:	Effective Date: February 21, 2013	Page of 1 2
	Supersedes: Administrative Policy #5		Approved By: 	

**ARTICLE X. GRIEVANCE PROCEDURE AND ADVERSE ACTION APPEAL**

**Section 3. Procedure for Addressing Grievances Regarding Conditions of Employment**

Grievances regarding conditions of employment are those which do not concern sexual harassment, discrimination, or adverse action. When an employee or group of employees has a grievance concerning the conditions of employment with the Town, the following steps are to be taken. The maximum number of days for completing each step is cited and unless provided otherwise, every effort should be made to expedite this process.

1. Step One The employee should present the grievance orally to an immediate Supervisor within *five (5)* working days of the incident. The Supervisor must respond to the employee's grievance as soon as possible, but no later than *five (5)* working days after the problem is presented.

2. Step Two An employee who is dissatisfied with the solution proposed in Step One may present the grievance to his/her Department Director or the Personnel Grievance Committee, if the Department Director was the immediate Supervisor in Step One. The employee must present a signed statement outlining the problem, reasons why the solution offered in Step One was not acceptable, and suggestions for equitably solving the problem. The signed statement must be submitted to the Department Director within *five (5)* working days after Step One is completed. Upon receiving the statement, the Department Director will hold a personal conference with the aggrieved party. The Department Director and the aggrieved party may each request the presence of other parties who are involved in, or have knowledge about the facts of the complaint. However, neither the aggrieved party nor the Department Director may be represented by attorneys at the conference. The Department Director is required to respond to the employee, in writing, within *five (5)* working days after receiving the employee's signed statement. Every reasonable effort should be made during Step Two to reach a final solution acceptable to both parties.

3. Step Three an employee who is dissatisfied with the solution proposed in Step Two may present the written grievance within *five (5)* working days after Step Two is completed to the Personnel Grievance Committee, if the Department Director heard the Grievance in Step Two, or the Town Manager, if the Personnel Grievance Committee heard the Grievance in Step Two, who will then review the decision from Step Two. The Personnel Grievance Committee or the

Town manager, as the case may be, will consult both parties and render a decision within *ten (10)* calendar days. Copies of the decision, with all supporting documents, will be distributed to the employee and the Department Director. Decisions of the Town Manager are final, with no further administrative appeal existing.

4. Step Four an employee who is dissatisfied with the solution proposed in Step Three by the Personnel Grievance Committee may appeal the grievance to the *Town Manager* within *five (5)* working days after Step Three is completed, who will then review the decision from Step Three. The Town Manager will consult with both parties and render a final decision within *ten (10)* calendar days. Copies of the final decision, with all supporting documents, will be distributed to the employee and the Department Director. Decisions of the Town Manager are final, with no further administrative appeal existing.