
Spalding Community Service District

POLICY HANDBOOK

POLICY TITLE: Grievance Procedure

POLICY NUMBER: 2067

2067.1 This policy shall apply to all regular employees in all classifications. District employees, applicants, volunteers, contractors, consultants, program participants, beneficiaries of District services, and members of the public who wish to file a grievance or complaint concerning District operations, including allegations of discrimination, harassment, retaliation, violations of District policy, or violations of applicable law.

2067.2 The purpose of this policy is to provide a procedure by which an employee may formally claim that he/she has fair, timely, and orderly procedure by which individuals may formally claim that they have been affected by a violation, misapplication, or misinterpretation of a law, District policy, rule, regulation, or instruction, discriminatory practice, harassment, retaliation, or other improper conduct.

2067.3 Specifically excluded from the grievance procedure are subjects involving the amendment of state or federal law; resolutions adopted by the District's Board of Directors, ordinances or minute orders, including decisions regarding wages, hours, and terms and conditions of employment.

2067.3.1 Complaints alleging discrimination, harassment, or retaliation based upon any characteristic protected by federal, state, or local law may be submitted under this policy. The District prohibits retaliation against any individual who files a complaint, participates in an investigation, or otherwise exercises rights protected by law.

2067.3.2 The District shall take reasonable steps to investigate complaints in a timely manner and shall maintain confidentiality to the extent permitted by law.

2067.4 Grievance Procedure Steps.

2067.4.1 Level I, Preliminary Informal Resolution. Any employee who believes he/she has a grievance shall present the evidence thereof orally to his/her immediate supervisor within five working days after the employee knew, or reasonably should have known, of the circumstances which form the basis for the alleged grievance. The immediate supervisor shall hold discussions and attempt to resolve the matter within three working days after the presentation of such evidence. It is the intent of this informal meeting that at least one personal conference be held between the employee and the immediate supervisor.

2067.4.2 Level II, General Manager. If the grievance has not been resolved at Level I, the grievant may present his/her grievance in writing on a form provided by the District (attached hereto as Appendix "A") to the General Manager within ten working days after the occurrence of the act or omission giving rise to the grievance.

2067.4.2.1 The statement shall include the following:

- (a) A concise statement of the grievance including specific reference to any law, policy, rule, regulation, and/or instruction deemed to be violated, misapplied or misinterpreted;
- (b) The circumstances involved;
- (c) The decision rendered by the immediate supervisor at Level I;
- (d) The specific remedy sought.

2067.4.2.2 The General Manager shall communicate his/her decision within ten days after receiving the grievance. Decisions will be in writing setting forth the decision and the reasons therefore and will be transmitted promptly to all parties in interest. If the General Manager does not respond within the time limits, the grievant may appeal to the next level. Time limits for appeal shall begin the day following receipt of the General Manager's written decision. Within the above time limits, either party may request a personal conference with the other.

2067.4.3 Level III, Board of Directors'. In the event the grievant is not satisfied with the decision at Level II, the grievant may appeal the decision in writing on a form provided by the District (attached hereto as Appendix "A") to the District Board of Directors' within five (5) days. The statement shall include a copy of the original grievance; a copy of the written decision by the General Manager; and a clear, concise statement of the reasons for the appeal to Level III.

2067.4.3.1 The Board shall, as soon as possible, schedule a hearing in closed session to formally receive the written grievance and the answers thereto at each step and to hear evidence regarding the issue or issues. The Board's decision shall be announced in open session immediately after the closed session in which it was made.

2067.5 Basic Rules.

2067.5.1 If an employee does not present the grievance, or does not appeal the decision rendered regarding the grievance within the time limits specified above, the grievance shall be considered resolved.

2067.5.2 By agreement in writing, the parties may extend any and all time limitations specified above.

2067.5.3 The General Manager may temporarily suspend grievance processing on a District-wide basis in an emergency situation. Employees covered by this policy may appeal this decision to the Board of Directors.

2067.5.4 A copy of all formal grievance decisions shall be placed in the employee's permanent personnel file.

Rev 7/9/26

Appendix "A"

EMPLOYEE GRIEVANCE FORM
Spalding Community Service District

Employee's Name: _____

Date: _____

Statement of grievance, including specific reference to any law, policy, rule, regulation and/or instruction deemed to be violated, misapplied or misinterpreted:

Circumstances involved:

Decision rendered by the informal conference:

Specific remedy sought:
