



Grievance Process Summary

Personnel Rule for the Classified Services Section VII Grievance and Appeal Procedures 7.12 Steps to the Grievance Process

The Grievance form is to be completed by the employee having a concern regarding his or her employment. The employee must first discuss the concern with their immediate supervisor. If the concern is not settled, the employee must submit the grievance in writing and forward the form to his or her Immediate Supervisor. Only full or part-time employees in a non-probationary status in the classified services are eligible to file a grievance. **SPECIAL NOTICE TO POLICE OFFICERS:** If your complaint involves disciplinary action, you may elect to pursue your grievance under Chapter 10.1 (2.1-116.1 et seq.) of Title 2.1 of the Code of Virginia; however you may not elect both the City procedure and the State procedures.

It is important that the Grievance form be completed as fully as possible at each step. This form should be clearly written in ink or types. Attachments may be made to the grievance form when needed, but it should be noted on the form that attachments are included. At any time after a complaint has been filed the employee or the department may request a determination of grievability as to whether such complaint is grievable. The request shall be submitted to the Department of Human Resources for a determination.

Employee

Employee must bring the complaint to the Immediate Supervisor's attention within twenty (20) calendar days of the incident.

****It is the employee's responsibility in Steps One, Two and Three to ensure the distribution of grievance materials to their Appointing Authority, Immediate Supervisor, Human Resources Liaison and Central Human Resources. Failure to provide the documentation may delay grievance a or all of the grievance steps.****

Step One

Immediate Supervisor

Supervisor has fifteen (15) calendar days after receipt of grievance to meet with the employee and provided a written decision. Supervisor must involve superiors in an effort to resolve. If complaint cannot be resolved, it must be reduced to writing on a Grievance Form.

Grievance Resolved? **Yes** → CLOSED
↓
No
↓

(A) Employee certifies date brought to Immediate Supervisor's attention, and (B) submits to Appointing Authority/Designee within fifteen (15) calendar days from Immediate Supervisor's decision.

Step Two

Appointing Authority/ Designee

Appointing Authority/Designee has fifteen (15) calendar days after receipt of grievance appeal to meet with the employee and provided a written decision.

Grievance Resolved? **Yes** → CLOSED
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No
↓

Employee may appeal the decision of the Appointing Authority to the Chief Administrative Officer/Designee within fifteen (15) calendar days after receipt. Grievance must be submitted to the Department of Human Resources for processing to Step Three.

Step Three

Chief Administrative Officer/ Designee

Chief Administrative Officer/ Designee has fifteen (15) calendar days after receipt of grievance appeal to meet with the employee and provided a written decision.

Grievance Resolved? **Yes** → CLOSED
↓
No
↓

Employee may appeal the decision of the Chief Administrative Officer/Designee to the Personnel Board within fifteen (15) calendar days after receipt. Grievance must be addressed to the Department of Human Resources for processing to Step Four. The Board Secretary receives all relevant information and schedules hearing before the Personnel Board.

Step Four

Personnel Board

Renders a written decision within ten (10) calendar days. Decisions are final, binding and non-appealable.