



Grievance Procedures

What Employees Need to Know

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Session Objectives

Discuss the following :

- How to file a Complaint?
- What is a Grievance in the Workplace?
- Grievance Procedures
- Open Door “Policy and Promise”
- Civil Service and Non Civil Service Employees

How to file a Complaint

- A complaint is a written or verbal dispute regarding an unresolved issue with a coworker, supervisor, member of management team.
- The complaint process is designed to resolve problems, issues and complaints that can't be resolved through appropriate management.
- All complaints from employees are confidential and taken seriously. The EEO Officer will contact you to discuss the matter.

Grievance

- A **grievance** is a formal complaint regarding an alleged wrong which has been properly submitted by the affected employee to the City for review and resolution
- If a grievance is filed—the employee shall not be discriminatory or different treatment against employees who file grievances shall not be tolerated and such action shall be in violation of the personnel rules of the City of Jackson.

Open Door Policy

- In an effort to maintain communication between Management and employees and to provide an opportunity to clarify matters outside of the scope of the grievance or appeals process, the City maintains an **Open Door Policy**.
- Employees who have any questions or concerns are encouraged to bring them to the attention of their **immediate supervisor**.

Civil and Non Civil Service Status

- Civil Service employees who have completed an initial *probationary period* (one year) shall be dismissed in the disciplinary process only after appropriate disciplinary proceedings outline in the Civil Service Rules and Regulations.
- Non Civil Service employees serving the initial *probationary period* (one year) may dismissed or demoted without application of the disciplinary process and with no right to appeal.