	<p><b>City of Albany</b>  <b>Administrative Policy</b>  Employee Relations  Policy #: HR-ER-01-001  Title: Administrative Grievance</p>	<p><b>Human Resources</b></p>
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**Purpose** This policy is meant to provide employees and managers with the procedure for filing and resolving employee grievances.

**Policy** An administrative grievance is a formal complaint by an employee asserting that s/he has been improperly treated in violation of a City Human Resources policy.

**Non-Bargaining Procedure**


1. An employee who believes they have received improper treatment because of some condition of employment may appeal for relief from that condition.
2. An employee must discuss any grievance initially with their immediate supervisor within then (10) working days from the event(s) which lead to the grievance or from when s/he first became aware of the events. The supervisor must contact the Human Resources Director to alert s/he of the grievance.
3. If the matter is not settled after the meeting between the employee and the immediate supervisor, the employee may submit the grievance in writing to the Department Director within ten (10) working days following that meeting.
4. The Department Director must conduct a separate investigation and inform the employee in writing of the decision stating a reason for the decision within ten (10) working days of the appeal to her/his level. The Department Director must notify the Human Resources Director upon notification of the grievance and must allow the Human Resources Director to review the appeal letter before it is given to the employee.
5. If an employee feels the grievance has not been satisfactorily resolved by the immediate supervisor or the Department Director, the employee may submit the grievance in writing to the City Manager within ten (10) working days of receiving the Department Director’s decision. The City Manager will investigate the grievance as quickly as possible and notify the employee in writing of her/his decision. The City Manager must contact the Human Resources Director upon notification of the grievance.

The Department Director or City Manager may elect to have the Human Resources Department investigate the grievance in lieu of conducting the investigation themselves. If the grievance has to do with discriminatory or harassment complaints whether stated as the initial complaint or is revealed during the investigation, the immediate supervisor, the Department Director, or the City Manager must turn the investigation over to the Human Resources Department to resolve.

The City Manager decision shall be the final decision in a grievance.

**Represented Employee Procedure**

Bargaining unit employees must follow their respective Collective Bargaining Agreements for filing a grievance.

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**Definitions**            N/A

**References**            Refer to specific Collective Bargaining Agreements.

**Review and Authorization**

Supersedes: ERP No. 3.3; 6/1/1996	Created/Amended by/date: MBAH; 8/27/2004	Effective Date: 11/1/2004
HR Director:	City Manager:	

1. Form or worksheet revision related to this document? No  Yes

If yes, attach a copy of the revised form or worksheet.

2. Training required? No  Yes



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