Employee Complaints

Personnel Rule 1.24.270 Civil Service Board - Powers and Duties paragraph B-2 provides the Board with the authority to investigate any or all matters relating to conditions of employment in the service of the City, either in response to employee complaints or on its own initiative. A complaint shall be a claim or charge of misunderstanding, difference in interpretation or violation of a condition of employment and does not include matters covered under the definition of an appeal as outlined in Personnel Rule 1.24.061.

The policy of the City of Tacoma, hence the Civil Service Board, regarding Employee Complaints is found in Personnel Rule 1.24.820. According to this rule, employee complaints will be adjusted promptly and fairly. The City will make every attempt to resolve Complaints first within the department at the lowest level possible and employees are expected to initially discuss any complaint with their immediate supervisor. In the event the supervisor's formal answer is not satisfactory, the employee may move the complaint forward following the steps and timelines specified in Personnel Rule 1.24.820. Briefly, the process is summarized as follows below; however, it is important that employees using the complaint process refer to and follow the steps outlined in the rule.

1. Employee follows up on the initial discussion with the supervisor in writing with the supervisor being required in turn to respond in writing.

2. If the employee is still not satisfied with the response, the employee will then forward it to the head of the division or department who is then required to respond in writing.

3. If satisfaction is still not achieved, the complaint may then be presented to the Civil Service Board by forwarding the complaint, along with copies of the correspondence with department officials, to the Human Resources Director.

4. The Human Resources Director will then file a report with the Civil Service Coordinator who will then place the matter on the Board's agenda for consideration. The Board will determine whether to hear the complaint and the Coordinator will set a time and place for the hearing. General Procedures for the Civil Service Board hearing are outlined in Personnel Rule 1.24.820.

CITY OF TACOMA
CIVIL SERVICE BOARD
HUMAN RESOURCES DEPARTMENT
COMPLAINT FORM

Pursuant to the Personnel Rules, as well as City of Tacoma and Civil Service Board policy, employee complaints are to be adjusted promptly, fairly and at the lowest level possible within the organization. If employee's are not satisfied with the outcome, after following the procedures outlined in Personnel Rule 1.24.820 - Employee Complaints, the complaint may then be filed with the Civil Service Board through the Human Resources Director. Employee's may request a hearing before the Civil Service Board by filing a complaint with the Human Resources Director and providing a copy to the Civil Service Coordinator.

This Complaint Form, established at the request of the Board, is to be completed prior to the Human Resources Director filing a report with the Civil Service Board and the before the complaint is forwarded to the Civil Service Board for review and potential hearing. After completing this form, it should be mailed or delivered directly to:

City of Tacoma Human Resources Department, Human Resources Director, 747 Market Street Room 1336, Tacoma, WA 98402. Telephone (253) 591-5432

Employee Name:_____

Address:_____

_____

Home Phone:_____ Message/Cell Phone:_____

Civil Service Position Title: _____

Department/Division: _____ Union:_____

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1. Briefly state your complaint. (See Statement of Policy at Personnel Rule 1.24.820)

2. Briefly state the facts related to your complaint. (dates, situation, etc.)

3. What remedy or resolution are you seeking?

4. Outline the procedures used in order to resolve the complaint at the lowest level possible, attaching documentation gathered through the process:

_____ Initial discussion with the Supervisor _____
(insert date) **(supervisor's name and title)**

Step 1:

_____ Written complaint filed with the Supervisor (attach)
(insert date - within 10 working days of initial discussion with Supervisor)

_____ Written response received from the Supervisor (attach).
(insert date - within 5 working days from written complaint filed with Supervisor)

Step 2:

_____ Written complaint forwarded to the Division or Department Head (attach).
(insert date - within 5 working days from receipt of Supervisor's response)

_____ Written response received from the Division or Department Head (attach).
(insert date - within 5 working days from forward date to Div./Dept. Head)

Step 3:

_____ Written complaint forwarded to the Human Resources Director (attach).
(insert date - within 5 working days from receipt of Div./Dept. Head's response)

_____ Written response received from the Human Resources Director (attach).
(insert date - within 10 working days from forward date to HR Dir.)

_____ _____
Signature Date

Will you be represented by your union at the Complaint Hearing?

YES _____ ***NO*** _____

If so, the following must be completed and signed by the Union Representative:

Name of Union: _____

Address: _____

Name of Union Representative: _____

Signature of Representative: _____ Date: _____