

RESOLUTION NUMBER 12-44

A RESOLUTION OF THE DRAPER CITY COUNCIL AMENDING SECTION 5020 – COMPLAINT PROCEDURE OF THE PERSONNEL POLICIES AND PROCEDURES MANUAL

WHEREAS, The City Council from time to time reviews, amends and adopts personnel policies and procedures to assist in the efficient utilization of scarce City resources and the fair and uniform application of requirements regarding City operations and City employees; and

WHEREAS, the City Council has reviewed Section 5020 and has determined a need to amend the Complaint Procedure Policy; and

WHEREAS, the City Council finds the amendment of this policy is in the best interest of Draper City and the employees of Draper City.

NOW, THEREFORE, be it resolved by the City Council of Draper City, State of Utah as follows:

Section 1. Amendment. The Draper City Council hereby amends and adopts Section 5020 of the Personnel Policies and Procedures Manual to read as attached hereto as Exhibit “A.”

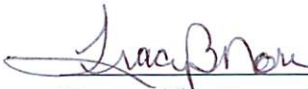
Section 2. Severability. If any section, part or provision of this Resolution is held invalid or unenforceable, such invalidity or unenforceability shall not affect any other portion of this Resolution, and all sections, parts and provisions of this Resolution shall be severable.

Section 3. Effective Date. This resolution shall become effective immediately upon passage by the City Council.

PASSED AND ADOPTED BY THE CITY COUNCIL OF DRAPER CITY, STATE OF UTAH, THIS 13th DAY OF NOVEMBER, 2012.

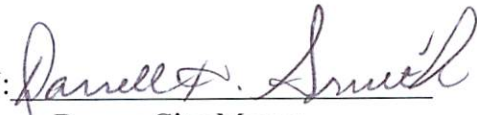


ATTEST:



Draper City Recorder

DRAPER CITY

BY: 

Draper City Mayor

EXHIBIT "A"

Section 5020 – COMPLAINT PROCEDURE

General Policy Statement:

The City of Draper seeks to provide immediate and fair resolution of employee complaints, disputes, and appeals through an open door policy. The provisions of this policy are intended to be used for complaints and grievances not otherwise addressed by City policies.

Policy:

1. Complaint Resolution; Formal Complaint Procedures. Whenever groups of people are required to work together for an extended period of time, problems and misunderstandings can occur. Employees are encouraged to speak freely and discuss any problems with their immediate supervisor so that appropriate action may be taken. The Human Resources Director and the staff of the Human Resources Department are also available to discuss employee concerns. If such informal discussion fails to resolve an employee's concerns, employees shall follow this formal complaint procedure:
 - A) Step One. Discuss the problem with your immediate supervisor.
 - B) Step Two. If a settlement does not occur within a reasonable time, submit the problem in writing to your Department Head. Clearly identify your concerns and what action you feel should be taken.
 - C) Step Three. If a settlement is not initiated or the employee disagrees with the Department Head's decision in Step Two, the employee may submit another request for review to the Human Resources Director. The employee has 10 days from the date of the Department Head's decision to submit their written statement to the Human Resources Director. The employee's written statement shall outline the employee's reasons for a different result and their desired resolution to the problem.
 - D) Step Four. If a settlement is not initiated or the employee disagrees with the Human Resources Director's decision in Step 3, the employee may submit another written request for review to the City Manager within 10 working days of the Human Resources Director's decision. The employee must submit a copy of this request to the his/her Department Head and to the Human Resources Director. The City Manager will take appropriate action, in consultation with the previously included parties. The decision of the City Manager is final and binding.
2. Bypassing Complaint Steps. If an employee's complaint concerns his or her immediate supervisor, the employee may submit the complaint directly to their Department Head. If the employee's complaint concerns their Department Head the employee may submit the complaint directly to the Human Resources Director or the City Manager.
3. Retaliation Prohibited. Employees may not be retaliated against or punished for appropriate use of the complaint procedure. An employee who abuse this policy, use it to intimidate or harass, or who submit frivolous or groundless complaints may be subject to corrective action.
4. Confidentiality. Every effort will be made to resolve an employee's complaint as confidentially as possible. Information will be shared only on a "need-to-know" basis.