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SUBJECT: FAIR TREATMENT POLICY

EFFECTIVE DATE: AUGUST 19, 1991

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It is the policy of the County to provide employees with a method by which they can voice their concerns when they feel they have been treated unfairly and their disputes have not been resolved, from the employee's perspective, through normal problem solving channels. Employees are encouraged to resolve informal complaints with the appropriate member of management. The County will attempt to resolve an informal complaint within seventy-two (72) working hours.

STEP I      Employee - An employee who has a complaint should make every effort to discuss the problem orally with his/her immediate supervisor. This initial contact should be made within a reasonable period from the time the incident occurs, usually five (5) working days.

Supervisor - It is the responsibility of the supervisor to address the problem. Supervisors should generally respond to the employee orally within five (5) working days from receipt of the complaint.

STEP II     Employee - If the employee is not satisfied with the results of Step I, he/she may state the complaint in writing and present the written complaint to his/her department head. This must be done within five (5) working days after Step I has been taken. One copy of the form should be given to the department head, one to the Personnel Department, and the employee should keep one copy.

Department Head - It is the responsibility of the department head to address the problem. Department heads should generally respond to the employee within five (5) working days from receipt of the written complaint.

STEP III Employee - If the complaint still is not resolved to the employee's satisfaction, the employee may present the written complaint to the County Commission Portfolio Commissioner responsible for the department within five (5) working days after Step II is taken.

Portfolio County Commissioner - It is the responsibility of the Portfolio County Commissioner to address the problem. The Portfolio County Commissioner should generally respond to the employee within ten (10) working days from receipt of the written complaint.

STEP IV Employee - If the complaint is not resolved to the employee's satisfaction the employee may present the written complaint to the full County Commission.

Full County Commission - The full County Commission or their designee shall investigate the complaint and render a final decision. Such decisions shall generally be made within thirty (30) working days of receipt of the written complaint.

County Social Service employees may use either the County Fair Treatment Policy or the state administrative procedure to appeal a suspension, demotion or termination.

Every employee is encouraged to use this policy. No employee will be subject to harassment by anyone as a result of initiating a formal or informal complaint.