

<i>Jefferson County Policies & Procedures</i>			
Policy Name:	Issue Resolution	Approved	10/14/2010
Policy Number:	205	Author:	Boyde
Associated:			

POLICY

The Jefferson County Commission will provide an issue resolution procedure for all employees when misunderstandings occur regarding working conditions, application of discipline, or interpretation of County policies and procedures.

PROVISIONS

It shall be the responsibility of all levels of Jefferson County Commission management to give the employee a completely fair and open hearing relative to the issue without prejudice.

In addition to the County procedure, Civil Service employees have the right of appeal for personnel actions under Civil Service regulations. Questions relating to the issue resolution procedure should be directed to the County Administrator or designee.

PROCEDURES

Issue Resolution Process

The employee shall first discuss the problem or complaint with his/her immediate supervisor. If the matter is not resolved to the employee's satisfaction, the employee shall have the right to submit a complaint in writing. The Issue Resolution Procedure may proceed, if necessary, through the following steps:

Step 1:

1. The employee shall discuss the complaint with his/her immediate supervisor within five (5) working days of the occurrence of the event.
2. The supervisor shall give the employee a written decision on the issue within five (5) working days of the meeting.

Step 2:

1. If the employee is not satisfied with the answer at Step I, he/she may move the complaint to the Department Head within five (5) working days.
2. The Department Head shall meet with the employee within five (5) working days of receipt of the Complaint and shall reply in writing to the employee within five (5) working days of the meeting.

Step 3:

1. If the employee is not satisfied with the disposition of the complaint at Step 2, he/she may move the complaint to the County Administrator (or designee) within five (5) working days of the Department Head's decision.
2. The County Administrator (or its designee) shall meet with the employee within *five* (5) working days of receipt of the complaint and shall respond in writing to the employee within ten (10) working days of the meeting.

Step 4:

1. If the employee is not satisfied with the disposition of the complaint at Step 3, he/she may move the complaint to the County Commission within five (5) working days of the Administrator's decision.
2. The County Commission shall meet with the employee within *five* (5) working days of receipt of the complaint and shall respond in writing to the employee within ten (10) working days of the meeting.
3. The decision of the County Commission shall be final.

The **Issue Resolution Form** shall be used to initiate the complaint. The employee shall complete the form by completing the information requested and presenting the form to his/her immediate supervisor. The information contained on the form shall not be altered during the issue resolution procedure.

A separate copy of the **Issue Resolution and Employee Answer Form** is executed for each reply to the employee's complaint. A separate copy of this form is completed by the employee in referring the complaint to the next higher step in the issue resolution procedure or in terminating the complaint.

Since the purpose of this form is to keep appropriate personnel apprised of the current status of the complaint, only one half of the form is completed and distribution is made immediately.

Copies of completed forms shall be *given* immediately to all appropriate persons involved in the issue resolution procedure and to the Human Resources Office.

The County Administrator or designee is responsible for providing copies of all completed issue resolution forms to the County Commission or its designee when complaints are referred to that *level*.

The County Administrator or designee is responsible for administering the uniform processing of issue resolution forms with Jefferson County Commission.

JEFFERSON COUNTY

Issue Resolution Form – 205 Form

Any employee having a problem regarding his/her employment must discuss the problem with their immediate supervisor. If the problem is not resolved to the employee's satisfaction, the employee may then submit their complaint in writing.

Employees presenting complaints must be specific and state exactly what occurred to cause the complaint. For example, what rule or regulation was unjustly applied, how, when, by whom and to whom. Complaints that are not specific or are incomplete will be returned for further information.

Employee Information:

Name _____ Class Title _____ Department _____

Date(s), Time, and Location

Date Occurred _____ Time _____ Location _____ Date Presented _____

Statement of Employee's Complaint :

Settlement Desired:

Employees' Signature _____ Received By _____

Date _____

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Issue Resolution – Reply Form

Complaint Reply:

No. _____ Step _____

Employee _____ Class Title _____ Dept. _____

Reply to Employee Complaint: _____

Signature _____ Received by _____

Title _____ Date _____

Date _____

Employee Answer

No. _____ Step _____

Employee _____ Class Title _____ Dept. _____

_____ I am satisfied with the answer to my complaint.

_____ I am not satisfied with the answer and wish to have it referred to the next step.

Additional Comment _____

Employee's Signature _____ Date _____

Received By _____ Date _____