



<b>EMPLOYEE MANUAL</b>	
Title: <b>GRIEVANCE PROCEDURE</b>	
Policy No.: 29.0	Section Nos.: 29.0 – 29.3
Approval Date:	Effective Date: January 2018
Approved By: Board of Directors	

## **29.0 GRIEVANCE PROCEDURE**

### **29.1 General Open Door Policy:**

The Santa Clarita Valley Water Agency encourages employee input on matters affecting employees and their job duties. Employees who have job-related concerns should discuss them with their supervisor(s) or any other management representative with whom they feel comfortable. The Agency believes that employee concerns are best addressed through this type of informal and open communication before they become grievances.

### **29.2 Purpose of Grievance Procedure:**

The purpose of this grievance procedure is to provide a means for settling grievances or complaints that arise over the application of this manual as quickly as possible and at the lowest possible level of authority. Each step in the procedure must be completed before the next step may be taken. Failure to take the next step within the timeframes allotted herein will result in the conclusion that the prior step resolved the grievance and result in waiver of the right to continue the grievance. This procedure shall not be used to contest disciplinary actions described in Section 28, subjective performance assessments, or salary determinations. The term Senior Manager as used in the policy is defined as an Assistant General Manager, Chief Engineer, Chief Operating Officer, Director of Administrative Services, Director of Finance, Director of Operations and Maintenance, Director of Technology Services, and Director of Water Resources.

A grievance must be filed within ten (10) calendar days of the occurrence of the event or within ten (10) calendar days following the date the grieving party could have reasonably known of the occurrence of the act or omission giving rise to the grievance.

### **29.3 Grievance Steps:**

#### **29.3.1 Step 1 - Informal:**

The employee should initially try to resolve any item of concern informally with his or her direct supervisor and request a conference. The direct supervisor should hold a conference with the employee as soon as reasonably practicable following the employee's request and attempt to informally resolve the issue. If the grievance is against the direct supervisor, the matter shall be taken directly to Step 2.

#### **29.3.2 Step 2 - Formal Written Grievance:**

If successful resolution is not reached in Step 1, the employee shall reduce his or her concern to writing and submit it to the Human Resources Manager/Risk Management Supervisor ("Human Resources"). The formal written grievance must be submitted to Human Resources within ten (10) calendar days of the



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date of the conclusion of Step 1 or the right to file a grievance is waived. Human Resources, or his or her designee, shall meet with the grievant, and after the initial meeting Human Resources or his or her designee will investigate the complaint. This investigation may involve separate conversations or meeting of all parties at Human Resources' discretion. Human Resources shall attempt to provide his or her written decision with ten (10) calendar days of the date of the first meeting with the employee. In the event that the Human Resources/Risk Management Supervisor handled the first step of the grievance, the Assistant General Manager will handle the second step of the grievance.

**29.3.3 Step 3 - Department Manager:**

If the employee believes the decision of Human Resources does not adequately resolve the issue, the employee may request reconsideration by the Senior Manager. This request must be submitted within ten (10) calendar days of Human Resource's decision. The Senior Manager will be furnished with the then-existing written record. The Senior Manager has full authority to conduct any further investigation that he or she deems appropriate under the circumstances, but he or she may rely on the record as established. The Senior Manager shall attempt to provide his or her written decision within ten (10) calendar days of the date the grievance was received.

**29.3.4 Step 4 - General Manager:**

If the employee believes the decision of the Senior Manager does not adequately resolve the issue, the employee may request reconsideration by the General Manager. This request must be submitted within ten (10) calendar days of the Senior Manager's decision. The General Manager will be furnished with the then-existing written record. The General Manager has full authority to conduct any further investigation that he or she deems appropriate under the circumstances, but he or she may rely on the record as established. The decision of the General Manager shall attempt to provide his or her written decision with ten (10) calendar days of the date the grievance was received.

**29.3.5 Step 5 – Committee assigned to personnel matters:**

The ultimate authority of all Agency matters is the Committee assigned to personnel matters. If the employee disagrees with the decision of General Manager, the employee may submit a written request for a hearing before the Committee. This request must be submitted within ten (10) calendar days of the General Manager's decision. If a timely hearing request is received, the Committee shall hold a grievance hearing to hear witnesses, take evidence, and



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permit the submission of oral and written arguments in the case. This hearing shall be held in closed session unless otherwise requested by the employee in writing. Any deliberations by the Committee shall be held in closed session without the employee present. The Committee shall attempt to provide its written decision within thirty (30) calendar days after receiving the record. The Committee decision shall be final and binding on all parties.

A copy of the Agency’s Grievance Form is available upon request.