

THE BOARD SUPERVISORS OF CONTRA COSTA COUNTY, CALIFORNIA

Adopted this Order on August 23, 1983, by the following vote:

AYES: Supervisors Powers, Fahden, Torlakson.
NOES: None.
ABSENT: Supervisors McPeak, Schroder.
ABSTAIN: None.

SUBJECT:
Management Complaint Procedure

83/ 987

In its capacities as the Board of Supervisors of Contra Costa County and as the Governing Board of the Contra Costa County, Moraga, Orinda, Riverview and West County Fire Districts, this Board RESOLVES THAT:

1. The Board adopts the following Management Complaint Resolution Procedure to provide management employees of the County and these Fire Districts with a process for bringing work related problems to the attention of upper level management in a constructive manner.

Step I. Any management employee (complainant) who believes that he/she has been adversely affected by the application or interpretation of a rule, regulation, or procedure or otherwise adversely affected in a manner not within the scope of available appeal avenues, may within thirty (30) calendar days discuss the problem with his/her immediate supervisor. If the problem is not resolved at this step, the employee may use Step II.

Step II. If a complaint is not resolved at Step I, the complainant may, within seven (7) calendar days after the immediate supervisor's response, request an appointment with his/her Department Head in order to discuss the problem and explore ways to resolve it. If the problem is not resolved at this step, the complainant may use Step III or Step IV.

Step III. If a complaint is not resolved at Step II, the complainant may, within seven (7) calendar days after the Department Head's response, file a written request with the Director of Personnel for mediation. This request shall contain a description of the problem and the specific issue. The Director of Personnel, or his designee shall meet with the complainant and Department Head, or designee, within ten (10) work days and select a mutually agreed upon mediator. The mediation shall be confidential and shall not become part of the complainant's personnel record. If a resolution agreeable to the complainant and the Department Head is reached, it may, if mutually agreed, be reduced to writing. If the problem is not resolved at this step, the complainant may use Step IV. Mediation is not required and the complainant may skip this step and proceed to Step IV with a request like that for Step III.

Step IV. If the problem is not resolved at Step III or if Step III is skipped (see above) complainant may, within seven (7) calendar days after the mediator's or Department Head's response, submit his/her complaint in writing to the Director of Personnel, or designee, who shall promptly convene an adjustment panel of three management employees. As used herein "management employees" includes management employees of both the County and those Fire Protection Districts covered by this resolution. The complainant and the Department Head shall each select one panel member, which two shall select the third member. The panel shall hear evidence and arguments regarding the complaint and shall render a statement of findings and recommendation to the complainant and the Department Head, with copies to the County Administrator and Director of Personnel.

2. Repeal. Resolution 83/894 is hereby repealed.

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: August 23, 1983

cc: Personnel
County Departments

J.R. OLSSON, COUNTY CLERK
and ex officio Clerk of the Board

RESOLUTION NO. 83/987

C. Matthews, Deputy