

POLICY/ADMINISTRATIVE PROCEDURE/ADMINISTRATIVE DIRECTIVE

SECTION: HUMAN RESOURCES	REFERENCE NUMBER: 115.02
SUBJECT: EMPLOYEE RELATIONS	INITIAL EFFECTIVE DATE: 12/17/85
TITLE: PROBLEM SOLVING	LAST REVISION DATE:

POLICY STATEMENT:

In an effort to promote improved employer-employee relationships the City of Denton has an open door policy. Employees who feel they are being unfairly treated, wish to correct a misunderstanding or desire information concerning their work relationships are encouraged to discuss these concerns with their immediate supervisor or higher levels of supervision.

In the normal operation of any organization, problems or questions may arise. In most instances, a supervisor should be able to give a prompt answer to an employee's questions and will assist in solving problems.

The express intent of this policy shall be:

1. To afford employees an informal yet systematic means of obtaining consideration of their concerns.
2. To ensure that an employee who presents a problem in good faith and in a reasonable manner will be free from reprisal.
3. To ensure that problems are settled as near as possible to the point of origin.

PROCEDURE:

- I. Let's Talk it Over
 - A. In most instances, employees should first discuss a particular problem with their immediate supervisor.
 - B. If, for legitimate reasons, employees feel that they are unable to discuss the problem with their immediate supervisor or that the problem has not been resolved at that level, they are encouraged to present the problem to the next higher supervisory authority.

POLICY/ADMINISTRATIVE PROCEDURE/ADMINISTRATIVE DIRECTIVE (Continued)

TITLE: PROBLEM SOLVING	REFERENCE NUMBER: 115.02
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C. In the event the employees feel they are unable to discuss the problem with the next higher supervisory authority or that the problem has not been resolved at that level, they are encouraged to present the problem to the next applicable authority in the chain of command outlined below:

1. "Immediate supervisor" is defined as the person to whom an employee directly reports.
2. "Next higher supervisory authority" is defined as the person to whom the employee's immediate supervisor directly reports.
3. The "next applicable authority" may be a Division Manager, Department Director or the Human Resources Director.
4. The City Manager will have final authority within the chain of command.

II. Supervisory Responsibilities

- A. Supervisory staff members will ensure that every reasonable effort is made to respond to employee complaints, problems and grievances as expeditiously as possible.
- B. Knowledge of any attempt of harassment, reprisal, intimidation, discrimination or other form of retaliation toward employees as a result of their implementation of this policy will be immediately forwarded to the Human Resources Director.
- C. Actions and/or solutions may be documented in writing and forwarded through the appropriate chain of command if it would be in the employee's best interest.

III. Confidential counseling having to do with personal or job related problems and concerns is available to all City employees through the Human Resources Department.