



**CITY OF DUBLIN  
ADMINISTRATIVE ORDERS  
OF THE CITY MANAGER**

<b>ADMINISTRATIVE ORDER 2.6</b>
<b>TO:</b> All Non-Union Personnel
<b>FROM:</b> Marsha I. Grigsby, Interim City Manager
<b>SUBJECT:</b> Procedure for Addressing General Employee Concerns (Non-Union Personnel)
<b>DATE:</b> May 29, 2002
<b>Supersedes and Replaces Administrative Order 2.6 dated 5-6-98 Regarding Same Subject.</b>

**I. PURPOSE**

The purpose of this Administrative Order is to establish a formal procedure for addressing employee concerns regarding matters unrelated to the administration of discipline, the administration of the performance appraisal system, or allegations of sexual harassment or other unlawful harassment/discrimination. Specific policies and procedures exist which address appeal, review, or investigative procedures involving discipline, performance appraisals, and sexual harassment/other unlawful harassment/discrimination investigations. (Section 11.05 of the Personnel Code provides a formal grievance procedure for disciplinary matters; Administrative Order 2.1 provides an appeals procedure for performance appraisal issues; Administrative Order 2.2 provides a procedure for reporting and investigating sexual harassment allegations; Administrative Order 2.49 provides a procedure for reporting and investigating allegations of abusive conduct/behavior; Administrative Order 2.66 provides a procedure for reporting and investigating allegations of unlawful discrimination.) The procedure specified within this Administrative Order is meant to address general, miscellaneous administrative issues (e.g. job classification issues; compensation/wage & salary administration issues; application/enforcement of a particular code, ordinance, administrative order, rule, regulation or policy within the employee's Department/Division; the management/administration of functions/operations within the employee's Department/Division; the management style and philosophy of the employee's supervisors, etc.) that, from time to time, may arise.

This Administrative Order shall be applicable to all Non-Union Full Time, Part Time, Seasonal, Temporary, Intermittent and Casual personnel of the City of Dublin. (Similar procedures exist within the collective bargaining agreements for union personnel.)

## **II. PROCEDURE**

The following procedure shall be followed for addressing applicable issues of concern:

### **Step A - Immediate, First-Line Supervisor**

When an employee has a particular concern regarding a non-disciplinary/non-performance appraisal/non-sexual harassment issue, he/she shall first seek to discuss such concern by scheduling a meeting with his/her immediate, first-line supervisor. Such supervisor shall meet with the employee to hear the employee's concern, within a reasonable period of time following the employee's request for such meeting, and shall provide a response to the employee's concern no later than fourteen (14) calendar days following the meeting. If necessary, such supervisor may gather the pertinent facts and circumstances surrounding the employee's concern prior to providing a response.

### **Step B - Second-Line Supervisor** (if applicable)

If the employee's concern is not resolved to the satisfaction of the employee, or if the employee is not provided a response within the above specified time frame, at "Step A" of this procedure, the employee should request a meeting with his/her next immediate, second-line supervisor (if applicable) to discuss his/her concern. Such supervisor shall meet with the employee to hear the employee's concern, within a reasonable period of time following the employee's request for such meeting, and shall provide a response to the employee's concern no later than fourteen (14) calendar days following the meeting. If necessary, such supervisor may consult with the employee's immediate, first-line supervisor to gather the pertinent facts and circumstances surrounding the employee's concern before providing a response.

### **Step C - Division Head**

If the employee's concern is not resolved to the satisfaction of the employee, or if the employee is not provided a response within the above-specified time frame, at "Step B" of this procedure, the employee should request a meeting with his/her Division Head to discuss his/her concern. The Division Head shall meet with the employee to hear the employee's concern, within a reasonable period of time following the employee's request for such meeting, and shall provide a response to the employee's concern no later than fourteen (14) calendar days following the meeting. If necessary, the Division Head may consult with the employee's second-line supervisor, and first-line (immediate) supervisor to gather the pertinent facts and circumstances surrounding the employee's concern before providing a response.

**Step D - Department Head**

If the employee's concern is not resolved to the satisfaction of the employee, or if the employee is not provided a response within the above-specified time frame, at "Step C" of this procedure, the employee should request a meeting with his/her Department Head to discuss his/her concern. The Department Head shall meet with the employee to hear the employee's concern, within a reasonable period of time following the employee's request for such meeting, and shall provide a response to the employee's concern no later than fourteen (14) calendar days following the meeting. If necessary, the Department Head may consult with the employee's Division Head, second-line supervisor, and first-line (immediate) supervisor to gather the pertinent facts and circumstances surrounding the employee's concern before providing a response.

**Step E - Director of Human Resources**

If the employee's concern is not resolved to the satisfaction of the employee, or if the employee is not provided a response within the above specified time frame at Step D of this procedure, the employee should request a meeting with the Director of Human Resources to discuss his/her concern. The Director of Human Resources shall meet with the employee to hear the employee's concern, within a reasonable period of time following the employee's request for such meeting, and shall provide a response to the employee's concern no later than fourteen (14) calendar days following the meeting. If necessary, the Director of Human Resources may consult with the employee's Department Head, Division Head, second-line supervisor, and first-line (immediate) supervisor to gather the pertinent facts and circumstances surrounding the employee's concern before providing a response.

**Step F - City Manager**

If the employee's concern is not resolved to the satisfaction of the employee, or if the employee is not provided a response within the above-specified time frame, at Step E of this procedure, the employee should request a meeting with the City Manager to discuss his/her concern. The City Manager shall meet with the employee to hear the employee's concern, within a reasonable period of time following the employee's request for such meeting, and shall provide a response to the employee's concern no later than fourteen (14) calendar days following the meeting. If necessary, the City Manager may consult with the Director of Human Resources, the employee's Department Head, Division Head, second-line supervisor, and first-line (immediate) supervisor to gather the pertinent facts and circumstances surrounding the employee's concern before providing a response. Any decision of the City Manager shall be final.

**NOTE:** This procedure shall not preclude an employee from contacting the Division of Human Resources/Procurement to obtain guidance or direction regarding employee benefits, general content information regarding an employment/personnel policy, rule, or regulation, or general information regarding procurement/bidding procedures without first consulting with his/her immediate supervisor, second-line supervisor, Division Head, or Department Head.

**III. PROTECTION FROM SUPERVISORY REPRISAL/RETALIATION**

Employees, who in good faith, raise legitimate issues/concerns through the procedure specified in Section II above, are hereby protected from reprisals or retaliatory conduct/behavior on the part of their supervisors, Division Head or Department Head. Such retaliatory conduct/behavior on the part of supervisory/managerial personnel shall not be tolerated and all supervisory/managerial personnel are hereby advised that such behavior on their part shall result in disciplinary action.

This protection from supervisory/managerial reprisal/retaliation shall not, however, extend to employees who raise issues which are not legitimate in nature, which disrupt the efficiency/effectiveness within the workplace, or which are not a matter of public concern.