

# Salt Lake County Human Resources Policy 3-500: Grievance Procedure

---

## **Purpose**

This policy provides an equitable method of administering and resolving merit employee grievances. This policy is designed to resolve grievances in a fair and efficient manner at the lowest level possible.

## **I. Policy**

It is the policy of Salt Lake County to provide administrative remedies for merit employees to file grievances in an environment free from harassment, discrimination or retaliation. Grievances for Sheriff's Office sworn employees are covered under the [Deputy Sheriff's Merit Commission Policies and Procedures](#) (Grievance Procedure and Appeal Procedure).

## **II. Procedures**

### **A. Grievance Rights and Restrictions**

1. A merit employee may grieve decisions of supervisory personnel regarding matters such as discipline, performance appraisal rating, performance standards, and violations of policy.
2. The grievance process begins with the supervisor who issued the decision. The resolution of a grievance by a department head or elected official is final except for the grievances listed in this policy section II-A-3.
3. A merit employee may grieve an overall below standard performance rating, [irregularities in the employee furlough process](#), suspension without pay, reduction-in-pay, demotion, transfers made for disciplinary purposes, extension of probation or termination to the Career Service Council.
  - i. Under this policy, the Career Service Council has jurisdiction to hear only the personnel matters listed this policy section II-A-3. The Career Service Council may not hear any other matter, including those detailed in this policy section II-A-1, even if such matters are raised concurrently in a Career Service Council case.
4. Agencies will contact the Human Resources Division upon initiation of any grievance proceeding listed under this policy section II-A-3.

### **B. In a grievance procedure an employee may:**

1. seek counsel or advice from the Human Resources Equal Employment Opportunity (EEO) section, employee organizations, personal attorneys or a personal representative at the employee's expense
2. obtain assistance by a personal representative, at the employee's expense, to act as the employee's advocate at any level of the grievance procedure for the matters listed under this policy section II-A-3
3. use a reasonable amount of time during work hours, not to exceed four hours, to confer with a personal representative and prepare for grievance meetings with the division, administrator, department, elected office, or Career Service Council
4. call other employees as witnesses in a Career Service Council grievance hearing

### **C. Employees submitting a grievance or serving as a representative in a Career Service Council hearing will report the work time spent related to filing, preparing for and attending grievance meetings to their supervisor.**

## Salt Lake County Human Resources Policy 3-500: Grievance Procedure

---

- D. Upon written request, the grieving employee will be provided all relevant information necessary for preparing the grievance. Disputes over what is relevant will be decided by the Career Service Council. Extraordinary or inordinate expenses required to furnish the information will be paid by the employee.
- E. Time Limits, Waivers and Filing Requirements
1. The parties may waive or extend any time limits by written agreement.
  2. The supervisor or manager may waive a level of review and permit the employee to advance the grievance to the next level.
  3. Failure by the supervisor or manager to reply in writing within fourteen calendar days of receipt of the grievance permits an employee to advance the grievance to the next level.
  4. An employee will file a grievance within fourteen calendar days after the event unless the employee can demonstrate a compelling reason why an exception is needed.
  5. The grievance must be submitted on the **Employee Grievance form**.
  6. A supervisor or manager below has fourteen calendar days to reply to the employee's grievance in writing.
  7. A department director or elected official has fourteen calendar days to reply to the employee's grievance in writing.
  8. After exhausting the department or elected office levels of review, an employee with a grievance related to the matters listed in this policy section II-A-3 may file an appeal with the Career Service Council but must do so within fourteen calendar days.
  9. An employee who fails to initiate or advance a grievance to the next level within the time limits established or fails to respond to a grievance proceeding waives the right to advance the grievance.
    - i. The grievance is considered settled based on the decision made at the last level of review.
- F. Supervisor/Manager Grievance Review
1. A merit employee may grieve decisions of supervisory personnel regarding matters such as a written warning, performance evaluation rating, performance standards and violations of policy by filing a written grievance with the supervisor or manager who issued the decision. The grievance must be filed within fourteen calendar days of the event that gave rise to the grievance.
  2. The supervisor or manager will hear the grievance and issue a written decision within fourteen calendar days.
- G. Department or Elected Office Grievance Review
1. An employee dissatisfied with the decision of the supervisor or manager may appeal to the department director or elected official.
  2. The department director, elected official or designee will hear the grievance and issue a written decision within fourteen calendar days.
  3. If the employee is dissatisfied with the written decision of the department director or elected official related to the matters listed in this policy section II-A-3, the employee may file an appeal with the Career Service Council.
  4. Department and Elected Office Decisions

## Salt Lake County Human Resources Policy 3-500: Grievance Procedure

---

- i. If disciplinary action is modified the agency will notify the Human Resources Division and the Human Resources Division will remove the prior disciplinary notice from the employee's official personnel file.
    - ii. If disciplinary action is upheld the agency will provide the Human Resources Division with a copy of the written decision.
    - iii. The final agency written decision will include 1) the employee's right to appeal the actions listed under this policy section II-A-2 to the Career Service Council; 2) a copy of this policy and 3) the Career Service Council Request for **Appeal Hearing form**.
  5. The department director, elected official or their designee will provide the Human Resources Division with copies of all disciplinary documentation.
- H. Career Service Council Grievances
1. A merit employee may file an appeal of the actions listed under subsection 1.c with the Career Service Council, but must do so within fourteen calendar days of receipt of the department director/elected official decision or the date the decision was due.
  2. The grievance will be submitted to the Career Service Council and the agency on the Career Service Council **Appeal Hearing form** provided by the County for this purpose.
  3. The parties will follow the Career Service Council's **Guidelines and Operating Procedures** to present their case.
  4. The Human Resources Division and the District Attorney's Office will provide annual training to the Career Service Council on the County's policies and procedures and the administrative hearing process.

### III. References

- A. County Personnel Management Act, [Utah Code 17.33](#) et seq.
- B. Career Service Council - Powers and Duties, Salt Lake County Code of Ordinances, 2.80.30
- C. Career Service Council's Guidelines and Operating Procedures
- D. Human Resources Policy:
  1. 1-200, General Definitions
  2. 3-400, Discipline
  3. 2-300, Recruitment & Selection
  4. 6-100, Performance, Development and Improvement Plans