

City of Mission Viejo Personnel Policy

Subject: **PROBLEM SOLVING**

Statement of Intent:

To provide a method for employees to submit problems or concerns for review.

Policy:

1. The City supports a policy of open, informal communication between supervisors and employees. If a disagreement, issue or situation arises with regard to the City's personnel policies or departmental policies which is more appropriately addressed in a formal manner, the following procedure may be used:
 - a. The employee should first discuss the issue or situation with his/her supervisor. The supervisor will consider the employee's viewpoint and provide either a verbal or written decision within fourteen (14) days following the completion of the discussion. The employee may skip this step if the problem involves the supervisor.
 - b. If the employee feels the issue or situation was not resolved by the supervisor, the employee may, within five (5) days after receiving a decision from his/her supervisor, request a meeting with his/her department head. The request for the meeting must be in writing and include a statement indicating the nature of the problem and what the employee believes can be done to resolve the problem. The department head will meet with the employee and consider the employee's viewpoint. Within fourteen (14) days following the conclusion of the meeting, the department head will provide a written decision to the employee.
 - c. If the employee feels the issue or situation was not resolved by the department head, the employee may, within five (5) days after receiving a decision from his/her department head, request a meeting with the City Manager. The request for a meeting with the City Manager must be in writing. The City Manager, or a designee, will meet with the employee and consider the employee's viewpoint. The City Manager, or designee, will provide a written decision to the employee. The decision of the City Manager, or designee, shall be final.
2. Disciplinary actions and performance reviews are not subject to presentation or consideration under this policy.
3. The City prohibits retaliation against an employee for raising a problem or concern in accordance with the provisions of this policy. Any individual who engages in substantiated behavior that retaliates against an employee for seeking review under this policy will be considered to have violated this policy.

Administration:

In accordance with City of Mission Viejo Municipal Code chapter 2.60 “Personnel System”, this Personnel Policy is deemed not to have a direct financial impact on the City. The City Manager may implement and amend this policy subject to prior City Attorney legal review and approval, and City Council review.

Implemented: September 11, 1989. (Reviewed by City Council – September 11, 1989 – Resolution No. 89-92.)

Amended: November 2, 2009. (Reviewed by City Council – November 2, 2009 – Resolution No. 09-52.)