

HANNA CITY EMPLOYEE GRIEVANCE POLICY AND PROCEDURES PLAN

General Principles

We aim to provide a fair, equitable and productive work environment for all employees. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving grievances.

It is the policy of Hanna City not to discriminate on the basis of disability. Hanna City has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints, aiming to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimization or discrimination. Complainants will not suffer any disadvantage, victimization or discrimination as a result of raising a grievance, with minimum stress and maximum protection for all concerned.

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for Hanna City to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Rights and Responsibilities

All persons have the right to:

- Make a complaint to the Village ADA Coordinator and/or the Village Administrator.
- Be treated with respect and impartiality and provided with support throughout the process
- Have the principles of natural justice and procedural fairness observed. This means:
 - complaints must be fully described by the person with the grievance
 - the person who is the subject of concern must be informed of all the allegations in relation to his/her behavior
 - the person who is the subject of concern must have a full opportunity to put forward their case
 - all parties to the complaint must have the right to be heard
 - all relevant submissions and evidence must be considered
 - irrelevant matters must not be taken into account
 - the decision-maker must be impartial, fair and just
- Investigations and proceedings that are conducted honestly, fairly and without bias
- No undue delay in investigations and proceedings

It is the responsibility of all parties involved in a grievance to participate fully in the resolution process in good faith. Confidentiality must be respected and maintained at all times within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.

Procedure

Level 1.

The employee attempts to resolve the complaint as close to the source as possible, generally by discussing the issue with the person involved. This level is informal and verbal. Should the employee not feel confident in discussing the matter, they should proceed immediately to Level 2.

If the matter is not resolved, proceed to Level 2.

Level 2.

A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought. Discussion should be held between the employee and any other relevant party.

Should the person who is the subject of the complaint be the ADA Coordinator or the Village Administrator, the employee should notify the Mayor.

If the matter is not resolved, proceed to Level 3.

Level 3.

The Mayor shall conduct an investigation of the complaint. The investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. A designated person (The Assistant ADA Coordinator) will maintain the files and records of Hanna City relating to such grievances.

A written decision on the grievance should be issued no later than 30 days after its filing.

If the matter is not resolved, proceed to Level 4.

Level 4.

The employee will be advised of his/her rights to pursue the matter with external authorities if they so wish.

The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the Illinois Department of Human Rights.

Hanna City will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. Hanna City will be responsible for such arrangements.

AUTHORIZED BY: _____

EFFECTIVE DATE: _____

