

**Rule XX: Conflict Resolution and Grievance Procedure****RULE XX****Conflict Resolution and Grievance Procedure**

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## Section A. Establishment of conflict resolution procedure

The Civil Service Commission shall establish a conflict resolution procedure which shall in general provide for an informal process involving a trained, neutral facilitator who acts as a conduit between conflicting parties. The facilitator assists the parties by using a step-by-step approach to reach a mutually agreeable resolution to the conflict. This process can be useful in resolving conflicts between co-workers, employee and supervisor, and employee and organization.

## Section B. Establishment of grievance procedures

The Civil Service Commission shall establish formal grievance procedures to ensure prompt and fair resolution of employee complaints. The procedures will provide for an orderly and systematic review of employee complaints or grievances.

## Section C. Employee and department responsibility

- 1 Employees are encouraged to discuss any problems or complaints with the immediate supervisor as the problem occurs. Supervisors are to follow policy or procedural protocol for investigating and reporting problems or complaints as dictated by the nature of the policy or complaint.
- 2 Conflict resolution and the grievance procedures are to operate without discrimination, restraint, coercion or reprisal on the part of any Appointing Authority, supervisor or employee.
- 3 The initiation of the conflict resolution process or the filing of a grievance or the intention to file does not relieve an employee in any way of the responsibility to perform any and all assigned duties promptly.

## Section D. Issues of conflict resolution or grievance

The following lists the major types of employee problems, which may be included in conflict resolution or a grievance:

- 1 Methods and working conditions which the employee uses and meets on the job;
- 2 Suspensions of 30 days or less in any 12-month period, subject to the limitations set forth in the St. Louis County Employee Grievance Policy and Procedure regarding suspensions;
- 3 The implementation of the County merit system rules or departmental rules, regulations or procedures as applied to the employee.

## Section E. Non grievable issues

The following issues are not grievable:

- 1 Examinations and promotions;
- 2 Classification of positions;
- 3 Compensation, including overtime provisions;
- 4 Appeal of performance appraisals;
- 5 Employment status including dismissals, layoffs, demotions and suspensions of more than 30 days in any 12-month period;
- 6 Workers' Compensation.

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40 Section F. Manuals

41 Details of the Conflict Resolution Procedure and Grievance Procedures will be outlined in separate  
42 manuals.