

DEPARTMENT OF HEALTH SERVICES
COUNTY OF LOS ANGELES



SUBJECT: GRIEVANCES

POLICY NO. 770

PURPOSE:: To provide a mechanism for the resolution of employee grievances and to define times of communication with the Department when resolving grievances.

POLICY:: Employee grievances shall be resolved promptly and equitably without discrimination, coercion, restraint or reprisal against any employee who may submit a formal nr informal grievance.

Informal grievances that occur in day-to-day job contacts should be discussed first between the immediate supervisor and the employee at a mutually satisfactory time, and must be answered within appropriate time limits.

Immediate supervisors must handle formal grievances at the first step. Second level review is the responsibility of middle management, and third-level review is done by the Deputy Director or his or her designee.

The grievance procedure as provided in the appropriate MOU shall be observed for represented employees. The Departmental Grievance Procedure shall apply to nonrepresented employees.

DEFINITIONS:: A grievance is a complaint or allegation by an employee.

A formal grievance is a written presentation of employee complaints or allegations.

Informal grievance is any verbal complaint presented by an employee to his immediate supervisor.

Immediate supervisor is defined as the supervisor who routinely assigns, inspects work of, signs time cards for, and prepares Performance Evaluations on the grieving employee.

GUIDE:: The Personnel Officer, Health Services, shall establish and distribute through the Personnel Officers Committee the Departmental Grievance Procedure.

It shall be the responsibility of Personnel Officers to see that all managers of nonrepresented employees receive copies of the current Departmental Grievance Procedure.

AUTHORITY:: Memoranda of Understanding. Los Angeles County Administrative Code.

EFFECTIVE DATE: Aug 16, 1978

SUPERCEDES: November 24, 1975

APPROVED: Signature on File
