

	<b>City of Cedar Park</b> <b>Human Resources Policy Manual</b>		
	<b>Conflict Resolution</b>		
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## 1.0 Policy

It is the policy of the City to anticipate and avoid the occurrence of valid workplace complaints and to promptly address those that may arise. Every employee, either management or non-management, has the responsibility to actively seek resolution to problems, disagreements and other conflicts that occur in the workplace. For complaints of unlawful discrimination or harassment, an employee may use the procedures in this policy, or may use the procedures stated in the *Equal Employment Opportunity, Ethical Conduct, and Unlawful Workplace Harassment* policies.

## 2.0 Procedure/Rule

2.1 Every employee is encouraged to informally discuss and resolve conflicts directly with the employee with whom he/she has a disagreement. If the conflict is not resolved and an employee elects to file a complaint, he/she shall file a written complaint with his/her immediate supervisor, if appropriate, and shall follow the chain of command within his/her department to attempt to resolve the conflict. If the conflict is with someone in the supervisory chain of command, the employee may go to the next level in the chain.

The employee is encouraged to file his written complaint with his immediate supervisor no later than ten calendar days after the alleged incident to facilitate an effective resolution.

2.2 Each supervisor shall discuss the relevant circumstances with the person or persons immediately concerned in an endeavor to correct the matter to the extent of his/her authority and to the satisfaction of the Department Head and the employee. If unable to effect a satisfactory resolution to a particular problem or question, each supervisor shall in turn submit the problem to the next in the chain of command, together with a report setting forth such information and recommendations as he/she may deem pertinent.

If the complaint involves the possibility of unlawful discrimination or harassment, the supervisor shall immediately inform Human Resources for an evaluation of whether an investigation is warranted.

- 2.3 If conflict resolution is not successful at the department level after utilizing the department's chain of command, an employee may elect to have a dispute/conflict heard by the City Manager or designee. The Human Resources Director shall review the case, facilitate the investigation with the City Manager and/or designee, and be available to the employee or the City Manager, if requested. The City Manager shall review the case, conduct an investigation and shall make a determination, which shall be final and binding.
- 2.4 Grounds. The employee filing the complaint or dispute shall be specific in listing the grounds for dispute. The complaint shall specify what is the result he/she is seeking. There are several grounds for submission of a formal written complaint:
- 2.4.1 Dissatisfaction with specific working conditions;
- 2.4.2 A complaint involving verbal reprimands or written reprimands;
- 2.4.3 Inequitable application, interpretation or violation of federal, state, City or departmental regulations; and/or
- 2.4.4 Act of retaliation as the result of using the conflict resolution process, including reprisal for participating in the resolution of another employee's dispute.
- 2.5 Areas Not Subject to Conflict Resolution Policy. Areas outside this policy include, but are not limited to:
- Performance ratings, or content/wording of evaluation;
- 2.5.1 Placement in the pay plan;
- 2.5.2 Unpaid suspension, demotion, reduction-in-pay or dismissal decisions otherwise covered by the *Appeal Procedure* policy;
- 2.5.3 Dissatisfaction with job classification; and/or
- 2.5.4 Across the board pay raise decisions, or those based on budgetary limitations.
- 2.6 Retaliation/Reprisals Prohibited. No employee shall take or threaten to take any act of reprisal against another employee because of exercising or expressing an intention to exercise the right to participate in the conflict resolution process. Disciplinary action shall not be taken against an employee for using the conflict resolution process in good faith.