

## COMPLAINT PROCEDURES

An employee may file a complaint with respect to a claim or dispute arising from the interpretation, meaning, or application of the provisions of this policy. The following procedures will be followed:

1. Within five (5) working days of the occurrence, or the date he/she became aware of it, or should have been aware of it, the aggrieved employee shall discuss the complaint with the appropriate supervisor. The discussion will be verbal and if settled, no further action will be necessary.
2. If the matter is not resolved in the above manner, the complaint including the specific provisions the employee alleges to have violated, shall be reduced to writing, signed by the employee, and submitted to the Department Head within ten (10) working days. Any complaint not so filed shall be waived. The Department Head will investigate and provide the employee with a response within ten (10) working days.
3. After receiving the written response from the Department Head if the employee is still dissatisfied, he/she has ten (10) working days to submit a formal complaint to the Board of County Commissioners. The Commissioners will review the complaint and make a final decision.

Any and all complaints not filed in a timely manner shall be waived provided that the above limits are not extended by mutual consent.