

**CITY OF LIBERTY LAKE
SPOKANE COUNTY, WASHINGTON
RESOLUTION NO. 02-47B**

**A RESOLUTION OF THE CITY OF LIBERTY LAKE, WASHINGTON
AMENDING THE ADOPTED PERSONNEL POLICY FOR ALL
EMPLOYEES OF THE CITY OF LIBERTY LAKE.**

WHEREAS, the Liberty Lake City Council adopted a personnel policy manual on June 2, 2002, as required. The manual establishes policy and procedures which relate to the City of Liberty Lake employees and other such matters properly related thereto; and

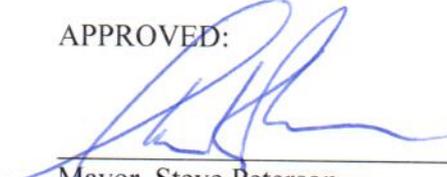
WHEREAS, City Staff and Liberty Lake City Council have reviewed the attached Amended Personnel Manual and find it to be acceptable and appropriate.

NOW, THEREFORE, be it Resolved by the City Council of the City of Liberty Lake, Washington as follows:

1. City of Liberty Lake Personnel Manual as Amended The policy for personnel matters set forth in the document entitled "City of Liberty Lake Personnel Manual" which is attached hereto as Exhibit "A" and incorporated herein by this reference is hereby adopted as the official policy for all employees employed by the City of Liberty Lake.
2. Amendments as Needed. The City of Liberty Lake through the City Council by Resolution, may amend, change, supplement or update any and all sections, terms or portions of the Personnel Manual as presently exist or as necessary.
3. Authority. The Mayor and City Administrator shall carry out the duties of enforcing the Personnel Policy and Procedures as prescribed in the Manual.
4. Effective Date. The Resolution shall become effective immediately upon passage by the Liberty Lake City Council.

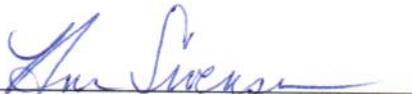
Adopted this 21st day of January, 2014.

APPROVED:



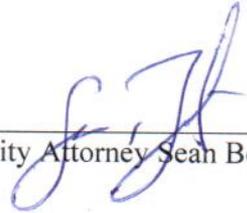
Mayor, Steve Peterson

ATTEST:



City Clerk, Ann Swenson

APPROVED AS TO FORM



City Attorney Sean Boutz

EXHIBIT A

CITY OF LIBERTY LAKE

PERSONNEL MANUAL

*Adopted by Resolution No. 02-47
June 18, 2002*

*Amended by Resolution No. 02-47A
June 7, 2005*

*Amended by Resolution No. 06-47A-1
Chapter 5, March 7, 2006*

*Amended by Resolution No. 02-47B
January 21, 2014*

Chapter 1

PURPOSE AND SCOPE

1.1 INTRODUCTION

The personnel policies serve as a general guide to the City's current employment practices and procedures. Their purpose is to establish a means whereby fair treatment is extended to all employees in a uniform and equitable manner. Both the employees and the employer should know what their rights and responsibilities are in relation to the work environment. These policies also describe what the City provides you in terms of benefits and support.

The City places the highest value on our employees and their well being. We want to see that you are a satisfied employee with the support necessary to achieve the objectives of your position. Only in this manner can your contribution to the City be the most productive.

It is our belief that when consistent personnel policies are known and communicated to all employees, the opportunity for greater job satisfaction increases. We encourage you to read these policies. If you have any questions, please ask your ~~manager or supervisor~~ supervisor. If you have ideas or suggestions for improvement, please do the same.

1.2 INTENT OF POLICIES

These policies are not intended to be a contract, express or implied, or any type of promise or guarantee of specific treatment in specific situations upon which you may rely, or as a guarantee of employment for any specific duration. Although we hope that your employment relationship with us will be long term, we recognize that things may not always work out as hoped, and either of us may decide to terminate the employment relationship. Please understand that no supervisor, manager or representative of the City has the authority to enter into any oral or written agreement with you for employment for any specified period or to make any written or verbal commitments contrary to what has been stated here. The only individual who has the authority to enter into a written agreement with you is the Mayor. Verbal agreements will not be recognized. Some positions may require Council confirmation.

1.3 SCOPE OF POLICIES

These personnel policies apply to all City employees. In cases where these policies conflict with any City ordinance, Civil Service rule or regulation, bargaining agreement, state or federal law, the terms of that law or agreement prevails. In all other cases, these policies apply.

1.4 CHANGING THE POLICIES

As the need arises, the Mayor may modify these policies as adopted by the City Council. The City Council, by ordinance, shall enact any changes in compensation or benefit levels. The Mayor may deviate from these policies in individual situations, in an emergency, in order to achieve the primary mission of serving the City. Employees may request specific changes to these policies by submitting suggestions to the Mayor or his/her designee.

1.5 DEFINITIONS

Anniversary Date: The date of employment used to determine ~~time-based salary changes,~~ seniority and other time-related personnel action. ~~When an employee is promoted to a new salary range or step, the anniversary date for future step raises is adjusted to the date of promotion.~~ The anniversary date is not changed for purposes of determining seniority.

Manager or Supervisor Head: An employee who is responsible for overseeing one or more workgroups.

Immediate Family: Includes the employee's parents, spouse, child, step-child, domestic partner, step-parent, brother or sister, mother or father-in-law, son or daughter-in-law, grandparent, grandchild, or other relative who lives in the employee's home.

Trial Period: A working period during which employees are required to demonstrate their ability and capacity to perform the duties of their position.

Regular, Full-Time Employee: An employee who has successfully completed a trial period as defined in these policies and who regularly works a minimum of 40 hours a week.

Regular, Part-Time Employee: An employee who has successfully completed a trial period as defined in these policies and who regularly works less than 40 hours but at least 20 hours a week.

Temporary-Seasonal Employee: Employees who hold jobs of limited duration due to special projects, seasonal work, abnormal work loads, to fill in for an absent regular employee or for emergencies.

Contract Individuals: Individuals who hold jobs of limited duration due to special, emergency or unforeseen circumstances, projects, or abnormal workloads. All contract personnel will sign a contract specifying terms of employment, duties and responsibilities. Upon termination of the contract, the City makes no implied provisions for employment.

Trial Employee: Employees who have not yet completed their trial period in a regular position and who have not been certified to regular employment status. Unless otherwise specified, when regular employees are referred to in these policies, they shall also include trial employees.

Chapter 2

GENERAL POLICIES AND PRACTICES

2.1 ~~EQUAL EMPLOYMENT OPPORTUNITY POLICY~~

~~The City is an equal employment opportunity employer. The City employs, retains, promotes, terminates and otherwise treats all employees and job applicants on the basis of job related qualifications and competence. These policies and all employment practices will be applied without regard to any individual's sex, sexual orientation, race, color, religion, national origin, pregnancy, age, marital status or disability.~~

2.3 ~~EQUAL EMPLOYMENT OPPORTUNITY~~

~~It is the policy of the City to provide an equal employment opportunity (EEO) for all persons, regardless of race, color, creed, national origin, religion, age, sex, handicap or any other protected class enunciated under state or federal law. EEO is a legal, social and economic necessity for the City.~~

~~All terms and conditions of employment will be done without regard to any protected class. Likewise, any benefits given by the City will be given or withheld without regard to protected class.~~

The City of Liberty Lake treats all job applicants and employees equally and without regard to race, religion, color, national origin, sex, disability, age or other basis prohibited by state or federal law.

This policy extends to all areas of City employment and to all recruitment selection, placement, promotion, job assignment, compensation, disciplinary measures, demotions, layoffs, job terminations, testing, training awards, benefits, daily working conditions, and all other terms and conditions of employment.

Any person who believes he/she has been or is subject to discrimination by an employee of the City of Liberty Lake is encouraged to immediately bring the matter to the attention of the employee's manager or supervisor for investigation and appropriate action. Violations of this policy will be subject to discipline; up to and including termination.

2.2 IDENTIFICATION OF EMPLOYEES

It is the policy of the City that an on-duty employee, to the best of his/her ability, be visible and identifiable to the public. All City furnished uniforms or work clothing are to be maintained in a presentable manner by the employee. "Presentable manner" will be determined by the ~~Manager or Supervisor~~ **Head**.

City-furnished uniforms remain the property of the City at all times. Unless otherwise advised by the ~~Manager or Supervisor~~ **Head** and approved by the Mayor or his/her designee ~~City Administrator~~. If an employee is subject to a uniform, he/she should wear

his/her uniform while on duty. An employee may wear City uniform items commuting between home and work so long as the employee does not participate in any interim activity where the image and good name of the City might be negatively affected.

The outer garment of each uniform furnished by the City will bear the official insignia of the City and other such markings or emblems as each **Manager or Supervisor Head** may specify, except that rain gear may be identified otherwise. The **Manager or Supervisor Head** will determine the appropriateness of the employee name on the uniform. Proper location of such insignia and names on the uniform will be determined by the **Manager or Supervisor Head**.

All employees who come in direct contact with the public outside the City-owned buildings may be required to carry an identification card issued by the City. The card will contain name, title, department, address and telephone number of work location; and in some circumstances, a head and shoulders photograph and certification that said person is an employee of the City of Liberty Lake.

All City-issued identification, uniforms and other City-owned materials or property in the employee's possession must be surrendered to the City.

2.4 2.3 ANTI-HARASSMENT

Harassment in regards to any of the protected classes will not be tolerated by the City. It is a form of discrimination. No employee shall be subjected to unwelcome verbal or physical advances because of the employee's protected class. Harassment based on other types of unlawful discrimination including, but not limited to, race, color, creed, age marital status, disability, religion, or national origin is also unacceptable.

All employees are expected to conduct themselves in their daily activities in such a way as to ensure that no other employee is subjected to unlawful harassment or discrimination.

Any employee who violates the City's policy will be subjected to discipline, including immediate termination.

Handling of Discrimination or Harassment Complaints City employees designated to hear discrimination or harassment complaints are: Employee's supervisor, Finance Director, or the Mayor or his/her designee.

Any employee who believes he/she has been subjected to discrimination or harassment because of a protected class such as race, creed, color, national origin, religion, age, sex, ~~material~~ marital status, disability, or any other protected class is encouraged to file a complaint with one of the employees identified above. The employee may contact one of these officials prior to filing a complaint for advice for assistance. If the employee does not believe one of the foregoing individuals is appropriate to hear his/her complaint, the employee may contact a City Council Member.

The City will not tolerate any reprisals or retaliatory action taken against an employee who files a complaint with the City.

Except as reasonably necessary in the conduct of any City investigation of a complaint or any discipline resulting therefrom, the City will attempt to keep all complaints confidential.

2.5 2.4 SEXUAL HARASSMENT POLICY

It is against the policy of the City for any employee to participate in sexual harassment in the workplace. Conduct which may constitute sexual harassment is any act that has the purpose or effect of substantially interfering with an affected person's work performance or creating an intimidating, hostile or offensive work environment because of the affected person's sex or gender.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other behavior of a sexual nature or because of one's gender when (a) submitting to that conduct is explicitly or implicitly a term or condition of employment; (b) submitting or refusing to submit to that conduct is used as a basis for any decision affecting an individual's employment or status; or (c) when such conduct affects one's work environment. Some examples of conduct which may be sexual harassment are:

Physical: Unwanted touching, even something as non-threatening as the old "arm over the shoulder" can make some people feel uncomfortable. Repeated use of such a simple behavior can be construed as sexual harassment. Staring, looking one up and down, ogling, leering, gestures, simulating sexual acts or conduct, are all examples of prohibited physical conduct.

Graphic: Sexually explicit posters, cartoons, computer screen savers, calendars, etc.

Verbal: Using names, words, phrases, sexual sounds, jokes, etc., that refer to a person's sex or sex appeal. A term or name that may seem cute or clever to one person may insult another.

Hazing: Any type of gender-based horseplay by one employee to another. This can include insulting, degrading or cruel behavior or remarks about another person, damage to personal property, and practical jokes.

All employees of the City have a right to work in an environment free from sexual harassment. Therefore, the City will actively investigate any and all allegations of sexual harassment, and if it is determined that sexual harassment has occurred, the ~~company~~ **City** will take appropriate action, including disciplining the offending employee up to and including discharge.

Any employee who believes he or she is being sexually harassed by anyone working or connected in any way with the City should bring the issue to the immediate attention of their immediate supervisor. ~~any of the following: supervisor, human resource, and the Mayor or his/her designee~~ **City Administrator.**

If, after reporting the incident, you believe adequate action is not being taken to resolve your problem, please bring it to the attention of the Mayor or his/her designee.

Each employee of the City is responsible for ensuring that no sexual harassment occurs within his or her work area. Besides having a negative effect on safety and work

performance, sexual harassment can have legal consequences for the City and the individuals involved.

All retaliation is prohibited. Complaints made under this policy will not result in any adverse action against the complainant, unless the complaint is proved to be knowingly false. No person who participates in an investigation will be treated adversely because of that participation. A report of conduct that could be construed as sexual harassment should be made promptly.

Employees engaging in improper harassment are subject to discipline, including termination. See Discrimination Complaint Procedure, Policy ~~2.6~~**2.5**, for guidance if you experience sexual harassment.

~~2.6~~2.5** DISCRIMINATION COMPLAINT PROCEDURE**

Management is responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. Further, employees are responsible for respecting the rights of their co-workers and others, including the citizens they serve. The following procedure outlines the steps to follow if you believe you have experienced harassment or discrimination on the job.

If you believe that you have been harassed or are the victim of discrimination, you should try, if possible, to identify the offensive behavior to the harasser and request that it stop. In the event you are not comfortable confronting the harasser or when such informal direct communication is either ineffective or impossible, you should discuss your concern immediately with your supervisor. If the supervisor is involved in the harassment problem, the complaint should be taken to the **Mayor or his/her designee** ~~City Administrator~~. No employee will suffer retaliation for reporting such concern. To the extent possible, complaints will be handled confidentially.

If an investigation shows the accused employee did engage in improper harassment or discrimination, appropriate action will be taken, as in the case of any other serious employee misconduct.

~~2.7~~2.6** EMPLOYEE PERSONNEL RECORDS**

A personnel file for each employee is kept ~~in the~~ **at** City Hall. An employee's personnel file contains the employee's name, title and/or position held, job description, department to which the employee is assigned, salary, changes in employment status, training received, performance evaluations, personnel actions affecting the employee, including discipline, and other pertinent information. All medical information about employees shall be contained in a separate confidential file under double lock and key.

Each ~~E~~employee has the right to review his/her file in the presence of the City **Treasurer** ~~Administrator or City Clerk~~ and may request copies of anything in the file. An employee may request removal of irrelevant or erroneous information from his/her personnel file. If the City denies an employee's request to remove the information, the employee may file a written rebuttal statement which is placed in his/her file.

Personnel files are kept confidential to the maximum extent permitted by law. (Note- some documents contained in employee files are public record and must be released upon request by the public, including the press.)

2.82.7 EMPLOYMENT REFERENCES

Only the Mayor or his/her designee, ~~City Administrator~~ **manager, or supervisor** ~~Head~~ will provide employment references on current or former City employees. References will be limited to verification of employment and salary unless the employee has completed a written waiver and release.

Chapter 3

RECRUITING AND HIRING

3.1 RECRUITING

Recruiting practices are conducted solely on the basis of ability, merit, qualifications and competence, without regard to race, color, religion, national origin, sex, marital status, pregnancy, physical disability, disability, or age.

Each applicant will complete and sign an application form prior to being considered for any position. Resumes may supplement, but not replace, the City's official application.

Any applicant supplying false or misleading information is subject to disqualification from hiring or immediate termination, if hired.

3.2 HIRING

When a position becomes vacant and prior to any posting or advertisement of the vacancy, the **Mayor or his/her designee** ~~Administrator~~ and **manager or supervisor** ~~Head~~ should review the position, its job description and the need for such a position. The position should be posted and/or advertised with the Mayor's approval. Seasonal employees in good standing may be offered return employment.

The City may administer pre-employment examinations to test the qualifications and ability of applicants, as determined by the City. The City may contract any agency or individual to prepare and/or administer examinations. The City may also conduct certain background investigations. The City may also verify educational references made by an applicant prior to hiring. The City may require successful applicants for employment to take a pre-employment drug test once a conditional offer of employment has been extended. The City of Liberty Lake is a drug-free employer.

Applicants for positions in which the applicant is expected to operate a motor vehicle must be at least 18 years old and will be required to present a valid Washington State or State of Idaho driver's license with any necessary endorsements. Driving records of applicants will be checked. Applicants with poor driving records, as determined by the City, may be disqualified for employment with the City in positions that require driving.

After conditional offer of employment has been made and prior to commencement of employment, the City may require persons selected for employment to ~~successfully pass~~ take a medical examination. The purpose of the examination is to determine if the individual is qualified for the position

3.3 TEMPORARY/CONTRACT EMPLOYEES

Managers or supervisors ~~Heads~~ may use temporary employees or contract workers to temporarily replace regular employees who are on vacation or other leave to meet peak work load needs, or to temporarily fill a vacancy until a regular employee is hired.

Temporary/contract employees may be hired without competitive recruitment or examination, although all hiring processes must comply with state and federal laws.

Compensation/Benefits: Temporary/contract employees are eligible for overtime pay as required by law. Temporary employees do not receive retirement, vacation, sick leave, health insurance, paid holidays or any other benefits during employment. The City pays into the Social Security System for all temporary/contract employees.

3.4 TRIAL PERIOD

Upon hire or appointment, all employees enter a trial period that is considered an integral part of the selection and evaluation process. The trial period is designed to give the employee time to learn the job and to give the supervisor time to evaluate whether the match between the employee and the job is appropriate.

The normal trial period is one year from the employee's date of hire. A six-month trial period is required after rehire and a 90-day trial period after promotion. The Mayor may authorize the **manager or supervisor Head** to extend the trial period for up to an additional six months. An extension may be granted for continued need to evaluate an employee's performance.

Once the trial period is successfully completed, the employee shall be certified to regular employment status. Satisfactory completion of the trial period does not create an employment contract or guarantee employment with the City for a specified duration.

Use of Sick Leave and Vacation during the trial period: Trial employees may use their accrued sick leave from the beginning of their employment, but may not use earned vacation until they have completed six months of employment, unless specifically approved by the Mayor or his/her designee.

3.5 NEPOTISM (EMPLOYMENT OF RELATIVES)

The immediate family of current City employees, City council members or board members will not be employed by the City where:

1. one of the parties would have authority (or practical power) to supervise the other;
2. one party would handle confidential material that creates improper or inappropriate access to that material by the other; or
3. other circumstances exist that might lead to potential conflicts among the parties or conflicts between the interest of one or both parties and the best interests of the City.

Change in Circumstances: If two employees marry, become related or begin sharing living quarters with one another, it is the duty of the employees to give notice to the City of the relationship and, in the City's judgment, it will determine whether a potential problems exists as noted above. The City may, unless reasonable accommodations cannot

be made as determined, find that one employee will not be entitled to remain as a City employee due to nepotism.

3.6 PROMOTIONS

The City encourages promotion from within the organization whenever possible. Employees may apply for positions in which they are interested and qualified. Before advertising a position to the general public, the Mayor or his/her designee may choose to circulate a promotional opportunity within the City. The City, however, reserves the right to seek qualified applicants outside of the organization at its discretion.

New Trial Period: After promotion to a new position, a new trial period of 90 days must be completed, unless waived or reduced by the Mayor or his/her designee. In the case of unsatisfactory performance in a promotional situation, the employee may request to be transferred to his/her previous position which may be considered by the City. ~~If the employee successfully completes his/ her probationary period and is promoted, his/her anniversary date will be adjusted to the date of promotion for purposes of the step pay plan.~~

Chapter 6

PERFORMANCE EVALUATIONS AND TRAINING

6.1 PERFORMANCE EVALUATIONS

To achieve the City's goal to train, promote and retain the best qualified employee for every job, the City conducts annual performance evaluations for all positions. The ~~City Administrator~~ **Mayor or his/her designee** is responsible for developing and maintaining the City's performance evaluation program. Employees shall be evaluated by their **manager or supervisor** ~~Heads~~ prior to completion of their trial period and once every 12 months thereafter.

6.2 TRAINING POLICY

The City seeks, within the limits of available resources, to offer training to increase an employee's skill, knowledge and abilities directly related to City employment, to obtain or maintain required licenses and certifications, and to develop staff resources. Opportunities may include, but are not limited to: on-the-job training, in-house workshops and seminars sponsored by other agencies or organizations.

6.3 TRAINING TIME AND EMPLOYEE WAGES

When a City employee attends training workshops, seminars or classes during regular work hours, the employee will be paid his/her regularly compensated salary and/or hourly wage. Travel to and from training events should occur during working hours.

Chapter 10

DISCIPLINE AND TERMINATION

10.1 CONDUCT SUBJECT TO DISCIPLINARY ACTION

The City's success in providing excellent service to the citizens and maintaining a good relationship with the community depends on our employees. Disciplinary action can be imposed on a case-by-case basis and is not primarily intended to be punitive but rather to maintain the efficiency of day-to-day operations.

There are certain kinds of actions which cannot be permitted to occur because of their impact on other employees and on the City. Such offenses may result in discharge on the first occurrence. Before a final decision is made on a discharge, the City convenes a pre-determination hearing as discussed later in this chapter. An example of dischargeable offenses, which should not be deemed all inclusive, includes:

1. Theft, misappropriation or removal of City property or the property of employees, clients or customers.
2. Knowing, intentional or repeated falsification on any application for employment or any report, record, time sheet or City records.
3. Soliciting and/or accepting payment, gifts or any item of value for services performed during the regular workday, whether or not the services are performed on behalf of the City and whether or not City vehicles or equipment are used.
4. Willful alteration, destruction or waste of City property, facilities, records or equipment, wherever located, or the destruction of another employee's property.
5. Use of drugs and/or alcohol ~~liquor~~ on the job or under the influence while on the job.
6. Giving or taking a bribe of any nature as inducement for obtaining or retaining a job or position.
7. Threatening, intimidating, coercing or interfering with supervisors or other employees.
8. Deliberate attempts to injure another employee or fighting on City property.
9. Sleeping during regular working hours.

10. Unauthorized possession of fire arms, explosives or any dangerous weapons while performing City work.
11. Participating in an unauthorized work stoppage or slow down.
12. Unwelcome racial, sexual or other harassment or discrimination directed toward another employee.
13. Recklessness resulting in an accident while on duty or while driving a City vehicle.
14. Any other conduct deemed unbecoming a City employee.
15. Habitual lateness; absence without proper notification; excessive absenteeism, loitering, goofing off or failing to assist others in a work situation.
16. Violation of the City's telephone or computer policies.
17. Smoking in an unauthorized area or causing a fire hazard.
18. Failure to report an accident or an occurrence causing damage to City, customer or public in a timely fashion; failure to properly secure the City facilities.
19. Inability, inefficiency, negligence or insubordination, including a refusal or failure to perform assigned work. Concealing defective work.
20. Failure to observe safety practices or to ~~wear where~~ wear safety clothing.
21. Lying, dishonesty, deliberately damaging City property.

10.2 POSSIBLE DISCIPLINARY ACTIONS

In the event that discipline is necessary, the following types of disciplinary actions may be used, depending on the particular situation:

1. Oral Warning.
2. Written Reprimand
3. Suspension
4. Demotion
5. Termination

The choice of what discipline to apply in any particular case is solely the City's.**10.3 PRE-TERMINATION HEARING**

In the case of termination of an employee, the City will conduct a pre-termination hearing. The pre-termination hearing serves as a check against mistaken decisions and as

an opportunity for an employee to furnish additional facts before a termination decision is finalized.

In the event a supervisor desires to terminate an employee, the employee shall be provided with a notice of the recommendation for termination. The notice shall include an explanation of the charge(s) on which the recommendation is based, and the time and date for a pre-termination hearing. If the employee fails or refuses to appear, the termination may proceed.

Pre-termination hearings will be presided over by the Mayor or a designated representative. The hearings are intended to be informal. The employee may show cause why he/she should not be terminated. By stating for cause in this handbook your employees are not at-will an alternative would be “explain.”

Usually within two working days after the pre-termination hearing, the Mayor will issue a decision on whether there are reasonable grounds to believe the charges against the employee are true and support termination. A longer review period may be required in more complex situations. Employees maybe suspended without pay prior to a pre-termination hearing.

10.4 LAYOFF and/or RIF

The Mayor or his/her designee may lay off employees for lack of work, budgetary restrictions, reorganization or other changes that have taken place.

Temporary employees or employees who have not completed trial will be laid off before regular employees are affected. In determining who is to be laid off, consideration usually will be given to individual performance and the qualifications required for remaining jobs. Seniority will be considered when performance and qualifications are equal, as determined by the City. Employees who are laid off may be eligible to be re-employed if a vacancy occurs in a position for which they are qualified.

10.5 SEVERANCE PACKAGES

The City of Liberty Lake does not offer severance packages unless specifically negotiated and approved by the Mayor and City Council.

10.6 RESIGNATION

An employee should provide at least two weeks notice of resignation or adhere to the requirements outlined in the employee's signed contract. This time limit may be waived by the Mayor or his/her designee.

Chapter 11

COMPLAINT PROCEDURES

11.1 COMPLAINT PROCEDURES

The City recognizes that sometimes situations arise in which employees feel that they have not been treated fairly or in accordance with City policies. For this reason, the City provides its current employees with procedures for resolving complaints. These procedures do not apply to an employee after termination of employment.

Step 1: Employees should first try to resolve any problem or complaint with their supervisor.

Step 2: When normal communications between an employee and the supervisor is not successful, or when an employee disagrees with the application of City policies and procedures, the employee should attempt to resolve the problem with the **Mayor or his/her designee** ~~City Administrator~~.

Step 3: If the employee is not satisfied with the response from the **supervisor** ~~City Administrator~~, he/she may submit the problem, in writing, to the Mayor or his/her designee. The written complaint must contain, at a minimum:

1. A description of the problem;
2. A specific policy or procedure which the employee believes has been violated or misapplied;
3. The date of the circumstances leading to the complaint or the date when the employee first became aware of those circumstances;
4. The remedy sought by the employee to resolve the complaint.

The written complaint must be filed within **ten (10)** working days of the occurrence leading to the complaint, or **ten (10)** working days after the employee becomes aware of the circumstances.

The Mayor or his/her designee may meet with the parties, either individually or together, and will usually respond in writing to the aggrieved employee within **ten (10)** days of the meeting. The Mayor's response and decision shall be final and binding.

Uniformed Employees (Police) have more than one source for dispute resolution, as outlined in this policy and procedure process. In addition, an employee may use the Civil Service rules or the policies outlined in the labor agreement. These employees should follow the grievance procedures set out in the Civil Service rules or labor agreement policies when applicable. In all other cases, the procedures described in this section shall be used. Under no circumstances shall an employee have the right to utilize both this

process and any other complaint or appeal procedure that may be available to an employee.

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CERTIFICATION

I, Ann Swenson, the undersigned City Clerk of the City of Liberty Lake, of Spokane County, Washington, HEREBY CERTIFY that the foregoing Resolution is a full, true and correct copy of Resolution No.02-47B duly adopted at a regular meeting of the City Council of said City, duly and regularly held at the regular meeting place thereof on January 21, 2014 of which meeting all members of said City Council had due notice and at which a majority thereof were present; and that at said meeting said Resolution was adopted by the following vote: unanimous.

AYES, and in favor thereof: Mayor Pro Tem Kaminkas, and Council Members: Brickner, Dunne, Kopelson, Langford, and Olander.

NAYS: None.

ABSENT: Council Member Severs.

ASTAINED: None.

CITY OF LIBERTY LAKE



CITY CLERK