

**MONTGOMERY COUNTY, TEXAS
EMPLOYEE POLICY MANUAL
2. EMPLOYMENT PRACTICES**

2.10 COMPLAINT PROCEDURE

PURPOSE 2.10-1 Sometimes employees and their supervisors have misunderstandings that warrant a formal path of communication and appeal to review impartially a difference of opinion or dispute which may be due to interpretation or application of policy. This procedure is specifically not applicable to situations where disciplinary action has been taken by the employee's elected official or department head.

2.10-2 A complaint, or written concern, shall be filed as promptly as possible but not later than ten days after the action or disagreement becomes known to the employee. This procedure may be used without fear of retaliation.

PROCESS 2.10-3 The steps of the complaint process are as follows:

- A. Step 1: The employee discusses the problem with the immediate supervisor. Many times a complaint can be resolved at this step. If the employee does not receive a satisfactory reply within one week, he or she should then advise the immediate supervisor that he/she wishes to proceed to Step 2.
- B. Step 2: The employee, immediate supervisor, and elected official or department head meet. If the complaint or concern is still not resolved, the employee notifies the Human Resources Director in writing of his/her complaint or concern, stating the nature of the complaint, and his/her desire to meet in hopes of resolution of the problem.
- C. Step 3: As soon as possible, the Human Resources Director arranges a meeting of those concerned, to include the immediate supervisor, the employee, and herself. The complainant may bring another employee of his/her choice to the meeting. The complainant and the elected official or department head will receive written replies from the Human Resources Director within one week following the meeting.
- D. Step 4: Relative to departments headed by officials appointed by Commissioners Court or other governing body, in cases where supervisors choose not to take the recommendation of the Human Resources Director and the complaint remains unresolved, the Human Resources Director will discuss the matter with the members of Commissioners Court or the other governing body, as applicable. Relative to departments headed by elected officials, except in cases which involve illegal behavior and/or discrimination, the decision of the elected official shall be final.