



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No. 1090	Date Issued: February 17, 1994
Section: 1000 – Personnel Policies	Date Revised: May 25, 2006
Accreditation Standards: CALEA 3.5.1, 3.5.2, 3.5.3, 3.6.6, 4.4.3	

SUBJECT: RESOLUTION OF DISPUTES (EMPLOYEE PROTESTS)

APPROVED:



Board Chairperson

1. Employees of the Authority are entitled to have their protests recognized and reviewed. The Authority, likewise, has the responsibility to review employee protests. The provisions of this policy will apply in cases of employee protests.
2. An employee protest is a claimed violation, misinterpretation, inequitable application or non-compliance with provisions of the Authority policies, rules, regulations or existing practices affecting the status of working conditions of the Authority employees.
 - 2.1 An employee cannot protest salary.
 - 2.2 An employee cannot protest the probationary period.
3. *Informal Protest.* Within fourteen (14) calendar days of the event giving rise to an employee protest (or the date the protesting employee first became aware of the event), the employee shall present the protest informally for disposition by his/her immediate supervisor, or at an appropriate level of authority including the General Manager.
 - 3.1 The protesting employee shall be given an oral response to their protest within fourteen (14) calendar days.

- 3.2 If the protesting employee believes the protest has not been resolved, he/she must file a written appeal to the response with the General Manager within seven (7) calendar days of receiving the oral response provided in paragraph 3.1, above.
 - 3.2.1 The General Manager will make a decision within seven (7) calendar days and so inform the employee.
- 3.3 Presentation of an informal protest shall be prerequisite to the institution of a formal protest.
- 3.4 An informal protest may be taken up during the working hours of the employee.
4. *Formal Protest.* If the protesting employee believes the protest has not been redressed through the informal process, he/she may initiate a formal protest within fourteen (14) calendar days of the final informal process decision.
 - 4.1 A formal protest must be submitted to the General Manager in writing, and shall contain the following minimum information:
 - 4.1.1 Name of protesting employee
 - 4.1.2 Class Title
 - 4.1.3 Mailing Address
 - 4.1.4 A concise statement of the nature of the protest
 - 4.1.5 Citing of applicable policy, rule, or regulation
 - 4.1.6 The date(s) of occurrence
 - 4.1.7 A proposed solution to resolve the problem
 - 4.1.8 The date of execution of the letter of protest
 - 4.1.9 The signature of the protesting employee
 - 4.2 Within fourteen (14) calendar days after a formal protest is filed, the General Manager shall investigate the protest, confer with the employee and others involved in an attempt to resolve the protest, and make a decision in writing to the protesting employee.
 - 4.3 If the protest is not resolved to the satisfaction of the protesting employee in accordance with paragraph 4.2, the employee may request consideration by the

Board of Directors within seven (7) calendar days of the General Manager's decision by notifying the Board Chairperson in writing.

- 4.4. Within thirty (30) calendar days after receipt of such notification, the Board of Directors shall investigate the protest, confer with persons affected and render a decision in writing, which will be final.
 - 4.4.1 Any or all Board Members may choose to appoint alternate representatives to individually represent their interests during the review and investigation of protests.
 - 4.4.2 Alternate representatives will act with the full power and authority of the Board Member in which they represent and their votes will be final.
5. Any time limit as outlined within this policy may be extended by mutual agreement.
6. A protesting employee has the right to representation of his/her choosing at any state of the proceedings as outlined within this policy.
7. No punitive action shall be assessed against an employee for utilizing the provisions of this policy.
8. The General Manager is responsible for the coordination of employee protest procedures.
9. All records involving employee protests shall be kept in a separate, locked file available only to and under the control of the General Manager.
10. The General Manager will prepare an annual analysis of employee protests.