


<p>TOWNSHIP OF VERONA COUNTY OF ESSEX, NEW JERSEY</p>  <p><i>POLICIES AND PROCEDURES</i></p>	Policy Title:	Complaint & Grievance Policy
	Policy Reference No:	7-1
	Release Date:	16-December-2020
	Approved By:	Matthew Cavallo, Township Manager
	Authority:	§ 36-1 (C)
	Revision History:	None
	No. of Pages:	1
	Applicability:	All Employees

A complaint or grievance under this policy is any formal dispute concerning the interpretation, application, or enforcement of any personnel policy or procedure of the Township. All grievances from union employees will be handled pursuant to the terms of the applicable collective negotiations agreement. All complaints/grievances from non-union employees must be presented within ten (10) working days after arising. Failure to file a complaint/grievance within such time shall be deemed as a waiver of the complaint/grievance.

Step One: Any employee or group of employees with a complaint/grievance shall verbally communicate the complaint/grievance to the supervisor or Department Head. The supervisor will communicate the decision to the employee within four (4) working days.

Step Two: If the employee is not satisfied with the decision of the supervisor, the employee must submit a written complaint/grievance to the Township Manager detailing the facts and the relief requested. The decision in Step One will be deemed final if the employee fails to submit a written complaint/grievance within five (5) working days of the Step One decision. The Township Manager will render a written decision to the employee within ten (10) working days after receipt of the written complaint/grievance. The decision of the Township Manager is final.

These limitations do not apply to employee complaints made under the Anti-Harassment Policy, Anti-Sexual Harassment Policy or the Whistle Blower Policy.

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Revision No.	Revision Date	Nature of Revision	Approved By