



**City of Hampton
PERSONNEL ADMINISTRATIVE INSTRUCTION**

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| DATE: June 6, 1994 | CHAPTER: 3 | PAI No. 1 |
| REFERENCES: Section XII Paragraph C | SUBJECT: Guidelines for Third Step Grievance Meetings | |

I. General:

This instruction establishes uniform guidelines for hearing grievances at the Third Step – City Manager Level. Personal face-to-face meetings are required at all steps of the grievance process. If the grievant is represented by counsel, management should be represented by the City Attorney’s Office.

II. Procedures:

The City Manager or designee shall meet with the grievant and management within fifteen (15) calendar days of receipt of the grievant’s request. In the case of EEO-related grievances, the meeting date shall be extended to thirty (30) work days. The parties to the grievance by mutual agreement may extend any or all of the time periods established in this procedure.

A. The purpose of the meeting shall be to:

1. Allow both the grievant and management to present information relative to the case, including agreement between the parties on the nature of the grievance and the remedy sought.
2. Listen to testimony from witnesses for both sides.
3. Clarify any questions relative to the complaint.
4. Solicit any additional supporting documentation.
5. Inform the various parties of the date of expected management response.

B. The third-step hearing officer shall:

1. Explain to the parties present the procedures for presenting relevant information and testimony, including the opportunity to ask questions of the other parties.
2. Examine appropriate files and documents as needed.

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3. Carefully weigh all testimony and information bearing on the case, including report(s) from the Employee Relations Manager, if appropriate.
4. Reply in writing to the grievant within fifteen (15) calendar days following the third step meeting.

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