




City of Olympia Administrative Guidelines

GUIDELINE #26 Problem Resolution	
EFFECTIVE DATE: May 1, 1990	PREPARED BY: Human Resources Department
REVISED: September 16, 2001 SUPERSEDED: Personnel Rules Resolution No. M-1053 Amended by: M-1103	APPROVED BY:  <hr/> Steven R. Hall City Manager

SECTION INDEX: 26 Problem Resolution

- 26.1. [Purpose](#)
- 26.2. [Reference](#)
- 26.3. [Application](#)
- 26.4. [Policy](#)
- 26.5. [Guidelines](#)
 - 26.5.1. [Seek Timely and Informal Resolution](#)
 - 26.5.2. [Department Director](#)
 - 26.5.3. [City Manager](#)
 - 26.5.4. [Timelines](#)
 - 26.5.5. [Assistance](#)
 - 26.5.6. [Punitive Action Prohibited](#)
 - 26.5.7. [Complaint Regarding the City Manager](#)

Administrative Guideline #26 – Problem Resolution

26 Problem Resolution

26.1. PURPOSE: To establish guidelines for resolving employment related problems.

26.2. REFERENCE:

26.3. APPLICATION: This Administrative Guideline applies to all individuals employed by the City of Olympia unless problem resolution procedures are provided otherwise by contract or statute (e.g., Civil Service Rules, Union Contract Individual Employment Contract or Memorandum of Understanding).

26.4. POLICY: Effective municipal service requires prompt consideration and equitable resolution of employment related problems. Department directors, supervisors and employees are expected to make every effort to resolve problems timely and informally. Only when such informal means fail to resolve problems satisfactorily should formal review, as established by this Administrative Guideline, be used.

26.5. GUIDELINES:

26.5.1. SEEK TIMELY AND INFORMAL RESOLUTION: Supervisors and employees are expected to make every effort to resolve problems timely and informally. Only when such informal means fail to resolve problems satisfactorily should formal review, as established by this Administrative Guideline, be used.

26.5.2. DEPARTMENT DIRECTOR: If an employee has a problem which has not been resolved informally the employee may receive further consideration by submitting a written notice, to the department director within five (5) working days after impasse is reached. A copy of the written notice should be sent to the Human Resources Department Director. If the problem involves the department director, the written notice may be submitted to the Human Resources Department Director or directly to the City Manager. The written notice should include:

- a. statement of the problem and relevant facts;
- b. remedy sought; and
- c. reasons for dissatisfaction with the supervisor's response.

The department director will reply in writing within ten (10) working days after receipt of the written notice. A copy of the department director's response should be sent to the Human Resources Department Director.

26.5.3. CITY MANAGER: If the problem is not satisfactorily resolved by the department director within ten (10) working days after submission, the employee may request resolution by the City Manager by submitting a written notice. The written notice should include the following:

- a. statement of the problem and relevant facts;
- b. remedy sought; and
- c. reasons for dissatisfaction with the department director's response.

[back to Index](#)

Administrative Guideline #26 – Problem Resolution

The City Manager will reply in writing within ten (10) working days after receipt of the written notice. The decision of the City Manager is final and binding. A copy of the City Manager's decision should be sent to the Human Resources Department Director.

26.5.4. TIMELINES: Timelines are established solely to provide for timely resolution of problems and should be extended upon the reasonable request of either party.

26.5.5. ASSISTANCE: Assistance in resolving employment related problems is available by contacting the Director or Staff of the Human Resources Department.

26.5.6. PUNITIVE ACTION PROHIBITED: No punitive action will be carried out against any employee for using the problem resolution procedure contained in this Administrative Guideline.

26.5.7. COMPLAINT REGARDING THE CITY MANAGER: If an employee has a complaint regarding the actions of the City Manager and has been unable to resolve it informally and directly with the City Manager, the employee may bring the matter to the attention of the City Council using the following process:

- a. Submit a written notice to the Mayor, with a copy to the City Manager. Notice should include:
 1. statement of the problem and relevant facts;
 2. remedy sought; and
 3. reasons for dissatisfaction with the City Manager's response.
- b. The City Council will take up the matter in Executive Session as prescribed by RCW 42.30.
- c. The Mayor will respond to the employee in writing within 21 days of having received the written notice of complaint.
- d. Guidelines in the policy regarding timeliness (26.5.4), assistance (26.5.5), and prohibition against punitive action (26.5.6) apply to complaints in this section.

[back to Index](#)