

## 101 Employee Relations & Fair Treatment Policy

*Effective Date: 05/07/2018*

At Cass County, we recognize that employees are the backbone of our success. Our achievements are due to the spirit and cooperation of our people who contribute. We promote a work environment that encourages both teamwork and individual initiative.

### **We will do our best to:**

- provide a safe working environment;
- select and promote people on the basis of skill, training, ability, merit, attitude, and character without prejudice or discrimination;
- maintain competitive wages and benefits, appropriate with our philosophies;
- welcome employee input, ideas and constructive criticisms at all times;
- develop competent people who understand and meet our objectives, and who accept with open minds the ideas, suggestions, and constructive criticisms of fellow workers;
- dedicate ourselves to being the best and getting better;
- respect individual rights, and treat all employees with courtesy and consideration;
- maintain mutual respect in our working relationship; and
- do all these things in a spirit of friendliness and cooperation.

### **Each of us, as employees, is responsible for:**

- regular and punctual attendance;
- reporting to work, ready to work with proper attire;
- good housekeeping skills (keeping self, work station, and surrounding areas as clean as possible);
- safe working practices and good work performance;
- cooperating with fellow employees to achieve the best results;
- mutual respect for those we work with;
- constructive participation in the operation of the county by contributing your individual ideas and by becoming personally involved in opportunities as they may arise; and
- portraying a positive image, both at work and while in the community.

We believe that the work conditions, wages, and benefits we offer to our employees are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensation, you are strongly encouraged to voice these concerns openly and directly to your supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We demonstrate our commitment to our employees by responding promptly and effectively to employee concerns.

## **Fair Treatment Policy**

We provide you and other employees with a method by which everyone can voice their concerns when anyone feels they have been treated unfairly and the dispute is not resolved through normal problem solving channels. You are encouraged to resolve informal complaints with the appropriate member of management. We will attempt to resolve an informal complaint within seventy-two (72) working hours.

### ***STEP I***

**Employee** If you have a complaint, you should make every effort to discuss the problem orally with your immediate supervisor and/or the Human Resources Director. This initial contact should be made within a reasonable period from the time the incident occurs, usually fifteen (15) working days.

If the complaint is initially reported to the Human Resources Director, the Human Resources Director should notify the Department Head within three (3) working days of receiving the complaint.

**Supervisor** It is the responsibility of the supervisor to address the problem. Supervisors should generally respond orally within fifteen (15) working days from receipt of the complaint.

### ***STEP II***

**Employee** If you are not satisfied with the results of Step I, you may state the complaint in writing and present the written complaint to your department head and/or the Human Resources Director. This must be done within fifteen (15) working days after Step I has concluded. One copy of the form should be given to the department head, one to the Human Resources Department, and you should keep one copy.

**Department Head** It is the responsibility of the department head to address the problem. Department heads should generally respond within fifteen (15) working days from receipt of the written complaint