

11 CHAIN OF COMMAND

11.1 Policy

- A. The City of Mesquite has an open door policy. In the normal operation of any organization, problems or questions may arise. The City is responsible for creating an environment in which employees are encouraged to report problems without fear of reprimand or retaliation. Employees are responsible for complying with the following guidelines concerning the reporting of such problems within the appropriate Chain of Command.
- B. Should a work-related problem arise on the job, an employee should first report or attempt to settle it with his/her immediate supervisor. The supervisor should be able to give a prompt answer to an employee's questions and assist in solving the problem.
- C. If for legitimate reasons, an employee feels that they are unable to discuss the problem with their immediate supervisor or that the problem has not been resolved at that level, they are encouraged to present the problem to the next higher supervisory authority until eventually, if necessary, to the Department Head. Once notified of the problem, the Department Head will consult and/or discuss with the Supervisor and try to resolve the issue as promptly as possible.
- D. If the employee feels that the problem is still not settled, a letter stating the complete nature of the situation, along with information as to what has already been done may be sent to Human Resources for review.
- E. The Internal Services Director will consult and/or discuss the issue with the Department Head to see if a resolution may be found.
- F. In the event the employee feels that the problem has still not been resolved at that level, the employee is encouraged to present the problem to the next applicable authority (City Manager). The City Manager will consult and/or discuss with the Internal Services Director and Department Head and appropriate action will be determined and taken at that time. If necessary the issue may be discussed with the City Attorney.
- G. Employees at no time shall go outside City chain of command to the Mayor, City Council, or newspaper. All potential remedies should be exhausted within the City organization by following stated guidelines or, if applicable, going through the appropriate grievance procedures before going to the Union.
- H. Violation of this policy is subject to disciplinary procedures as described in the Personnel Policy Article 14, Section 14.1.12.