



GRIEVANCE PROCEDURE For the Town of Clarkdale

WHEN TO FILE

Complaints or grievances shall be filed within thirty days of the disputed act.

WHERE TO FILE

Complaints or grievances shall initially with:

Public Works Director, Wayne Debrosky
PO Box 308
Clarkdale, AZ 86324
(928) 639-2550 Phone
(928) 639-2559 Fax

CONTENTS OF THE COMPLAINT

Each complaint or grievance should contain:

- The complainant's name, address, and phone number
- The name, address, and phone number of the party alleged to be involved in the grievance
- A description of the situation in sufficient detail to inform of the nature and date of the actions

GRIEVANCE STEPS

LEVEL ONE

Program complaints or grievances must be submitted in writing to the Public Works Director/Grants Administrator within 30 days of the disputed act, who will issue a response within 15 days of receipt of the complaint.

LEVEL TWO

If the complaint has not been resolved satisfactorily by the Public Works Director/Grants Administrator, a written grievance may be filed with the Town Clerk/Finance Director, who will issue a written response within 15 days.

Kathy Bainbridge, Town Clerk/Finance Director
PO Box 308
Clarkdale, AZ 86324
(928)639-2400
(928)639-2409

LEVEL THREE

If the complaint has not been resolved satisfactorily by the Town Clerk/Finance Director, a written grievance may be filed with the Town Manager within 10 days of receipt of the written response from the Town Clerk/Finance Director, who will issue a written response within 15 days.

The Town Manager reserves the right, at any step, direct the complaint to another staff person for resolution, if is deemed in her opinion, that it is in the best interest of all parties.

Gayle Mabery, Town Manager
PO Box 308
Clarkdale, AZ 86324
(928) 639-2400 Phone
(928) 639-2409 Fax