

RESOLUTION OF PROBLEMS AND/OR COMPLAINTS

We think the City of Camden is a rewarding place to work, and we hope that you share the same enthusiasm we do. Therefore, before action is taken or a new policy is implemented, consideration is given to the impact on a person's job security, earnings potential, privileges, work load, work pace, effort, work habits, safety, personal goals, and work environment.

Although every possible effort is made to assure that action taken by the City of Camden will result in fair and equitable treatment, we realize that there will be some misunderstandings and complaints.

Should you have a problem or a complaint, we will make every effort to clear up all misunderstanding promptly and fairly. Additionally, you are entitled to an answer to any question you have relative to your job, your treatment, or working conditions. To handle your problems or complaints fairly and equitably, we have developed the following Complaint Resolution System:

- Since your immediate supervisor is responsible for assuring that you receive fair treatment, your problem or complaint should first be discussed fully and frankly with your supervisor. In the majority of cases, complaints can be resolved through an open and candid discussion with your immediate supervisor.
- In those instances where complaints cannot be resolved with your immediate supervisor, you may bring up this matter to your Department Director, who is available to consult with and assist in whatever manner possible.

An appointment should be made with either the Supervisor or Department Director to discuss this matter, and if necessary, he or she will consult with Personnel or Administration.

Consistent with our open door policy, you may consult with Personnel; however, experience has shown that questions can be answered and problems solved in the majority of instances at the Supervisory or Department Director level.