



Complaint No: _____

**Civil Service Board
Human Resources Department
COMPLAINT FORM**

Pursuant to the Personnel Rules, as well as City of Tacoma and Civil Service Board policy, employee complaints are to be adjusted promptly, fairly and at the lowest level possible within the organization. If employee's are not satisfied with the outcome, after following the procedures outlined in Personnel Rule 1.24.820 - Employee Complaints, the complaint may then be filed with the Civil Service Board through the Human Resources Director. Employee's may request a hearing before the Civil Service Board by filing a complaint with the Human Resources Director and providing a copy to the Civil Service Coordinator. This Complaint Form, established at the request of the Board, is to be completed prior to the Human Resources Director filing a report with the Civil Service Board and the before the complaint is forwarded to the Civil Service Board for review and potential hearing. After completing this form, it should be mailed or delivered directly to: **Civil Service Coordinator, City of Tacoma Human Resources Department, 747 Market Street Room 1336, Tacoma, WA 98402. Telephone (253) 591-5432.**

Name: _____
(Print)

Dept. or Div. (City employees only)

Address: _____

Home Phone: _____

Message Phone: _____

1. Briefly state your complaint. (*See Personnel Rule 1.24.820*)

2. Briefly state the facts related to your complaint. (*Dates, situation, individuals involved etc.*)

3. What remedy are you seeking?

4. Outline the procedures used in order to resolve the complaint at the lowest level possible, attaching documentation gathered through the process:

_____ Initial discussion with the Supervisor _____
(insert date) (supervisor's name and title)

Step 1:

_____ Written complaint filed with the Supervisor (attach)
(insert date - within 10 working days of initial discussion with Supervisor)

_____ Written response received from the Supervisor (attach).
(insert date - within 5 working days from written complaint filed with Supervisor)

Step 2:

_____ Written complaint forwarded to the Division or Department Head (attach).
(insert date - within 5 working days from receipt of Supervisor's response)

_____ Written response received from the Division or Department Head (attach).
(insert date - within 5 working days from forward date to Div./Dept. Head)

Step 3:

_____ Written complaint forwarded to the Human Resources Director (attach).
(insert date - within 5 working days from receipt of Div./Dept. Head's response)

_____ Written response received from the Human Resources Director (attach).
(insert date - within 10 working days from forward date to HR Dir.)

Are you Represented?: <input type="checkbox"/> Yes _____ <input type="checkbox"/> No _____
_____ Phone: _____
(Name and Title)

Complaint No: _____

FOR CIVIL SERVICE OFFICE USE ONLY:

_____ Written report received from the Human Resources Director (attach).
(insert date)

_____ Complaint packet and report forwarded to the Civil Service Board (attach).
(insert date)

_____ Civil Service Board Hearing (attach minutes).
(insert date)

_____ File Closed (attach closure documents).
(insert date)