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09/03/13

1.0 PURPOSE:

To describe the policies and procedures to be followed by all City staff for addressing questions, concerns, opinions or suggestions pertaining to any aspect of work.

2.0 ORGANIZATIONS AFFECTED:

This policy applies to all City of West Allis departments, boards, commissions, and employees except protective service employees, unless otherwise included by City Ordinance or Policy and Procedure.

3.0 POLICY:

It is the policy of the City of West Allis to foster an environment where an individual's worth is encouraged and where communication is both welcome and valued. Misunderstandings, conflicts, questions or concerns can arise in any organization. In order to ensure cohesive working relations and provide efficient and effective services to our community, it is important such matters be addressed and, as necessary, resolved in a timely and efficient manner, following an orderly line of organization and protocol.

(Nothing in this policy is meant to controvert matters, responsibilities, and powers reserved to the Common Council and its members, nor infringe upon an individual's constitutional rights and privileges.)

4.0 REFERENCES:

City of West Allis Revised Municipal Code, Sections 2.095 and 2.76(4)  
 City of West Allis Revised Municipal Code, Chapter II – Subchapter II, Department of Administration and Finance  
 City of West Allis Budget  
 City of West Allis Policies and Procedures Manual, Policy 401 – Policies of the Mayor's Office  
 City of West Allis Policies and Procedures Manual, Policy 403 – Shared Responsibilities of Mayor and City Administrative Officer  
 City of West Allis Policies and Procedures Manual, Policy 1436 – Anti-harassment and Anti-Retaliation  
 City of West Allis Organizational Chart

5.0 PROCEDURES:

5.1 GENERAL POLICIES

5.1.1 An employee shall have the opportunity, and is responsible for bringing forward any work-related questions, concerns, opinions, or suggestions.

5.1.2 Supervisors have the responsibility to listen to and address, as applicable, any work-related questions, concerns, opinions or suggestions presented to them by their employees.

## 5.2 OPEN DOOR

While the City of West Allis follows a *Chain of Command* organizational structure (Section 5.3), it encourages and instills a sense of transparency and openness wherein employees may offer suggestions and ideas, provide or solicit feedback, seek personal or professional counsel, or address concerns.

The City promotes this concept through various avenues, such as the Suggestion Award Program and Employee Assistance Program. Further, it encourages the flow of communication across all levels of the organization when the circumstances necessitate or deem it appropriate (e.g. a benefit issue which is overseen by the Human Resources Division, a discrimination complaint wherein City policy establishes reporting protocol, etc.). An employee is able to go to their supervisor, their department/division manager, HR Manager, City Administrative Officer, Mayor, the Common Council or any other department/division supervisor/manager which is applicable to their issue (e.g. Finance Manager with a paycheck issue).

## 5.3 CHAIN OF COMMAND

The City of West Allis operates under a traditional *Chain of Command* organizational structure wherein authority and power is wielded and delegated from top management to every employee at every level of the organization. Instructions flow downward along the *Chain of Command* and accountability flows upward. The City's Organizational Chart outlines the *Chain of Command* and is reviewed and published on an annual basis as an outcome of the City's annual budget process approved by the Common Council.

Employees are expected to follow the *Chain of Command* unless circumstances necessitate otherwise.

- 5.3.1 The ultimate decision concerning policy in the City resides by law with the Common Council under the leadership of the Mayor.
- 5.3.2 The City Administrative Officer/Clerk-Treasurer (CAO) assists the Mayor in his/her day-to-day role of direction and operation of the City by ensuring all City ordinances and State/federal laws are observed and enforced, resolutions, policies and programs are efficiently administered, and all City officers and employees discharge their duties. The CAO coordinates internal activities of City operations as authorized by the Common Council, approved by the Mayor, or as requested by Departments.
- 5.3.3 All departments shall, through the *Chain of Command*, be responsible to the Common Council through the Mayor and/or CAO. The departments, through the *Chain of Command*, shall cooperate with the Mayor and/or CAO, comply with requests relative to their powers and duties, and assist them in providing professional advice to the Common Council.

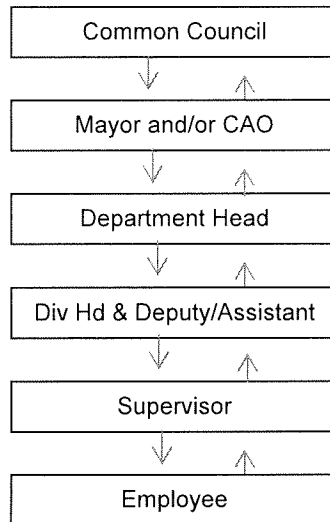
The hierarchy within the City is as follows:

- (a) Common Council
- (b) Mayor and/or CAO
- (c) Department Heads (Executive Service<sup>1</sup>, City Attorney, Municipal Judge)

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<sup>1</sup> Executive Service: those individuals who have direct authority and responsibility over one (1) or more major functional and/or operational area of the City government and who, as a result of this authority and responsibility, can commit and allocate resources within the limits of the approved budget. These individuals participate in the formulation, determination and implementation of management policy and have discretion to allocate and use resources in the administration of their functions.

- (d) Division Heads (Managerial Service<sup>2</sup>) or Deputy/Assistant Service<sup>3</sup>
- (e) Supervisory Employees in the Classified Service<sup>4</sup>
- (f) All other employees in the Classified Service<sup>4</sup>



- 5.3.4 An employee shall refer matters to his/her immediate supervisor, who shall refer such matters to the next higher authority, and when necessary through the Mayor and/or CAO to the Common Council.
- 5.3.5 An employee is expected to keep the person he/she reports to informed of his/her activities by whatever means the supervisor deems appropriate.
- 5.3.6 If an employee has any questions, concerns, opinions or suggestions about any employment related matter, they should be directed through the *Chain of Command* unless as otherwise noted herein.

Generally, an employee is encouraged to approach an individual first in an attempt to seek resolution to a concern, issue, problem, or conflict with said individual. If that approach does not provide resolution, then the employee must address the problem through the employee’s immediate supervisor and onward through the *Chain of Command*.

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<sup>2</sup> Managerial Service: those individuals who have delegated authority and responsibility over one (1) functional and/or operational area of City government and who, as a result of this delegated authority and responsibility, can commit and allocate resources within the limits of the approved budget. These individuals work under the direction of a department head. These individuals are not officers of the City.

<sup>3</sup> Deputy/Assistant Service: those individuals who do not have direct authority and responsibility over one (1) or more functional and/or operational areas of City government, but may be delegated this authority and responsibility from time to time in the absence of the Executive Manager. This service includes deputies or assistants to heads of departments and administrative divisions. These individuals do not normally have discretion to allocate and use their own time in the administration of the departmental/division/bureau functions, and any time worked outside normal working hours must be approved.

<sup>4</sup> Classified Service: All other offices and positions shall be included in the classified service, unless otherwise determined from time to time by action of the Common Council. The classified service shall be organized and consist of the following: (1) Supervisor, (2) Professional, (3) Confidential, and (4) Municipal Employee Service.

- 5.3.7 If an employee feels harassed or discriminated against by another person, the employee is directed to follow the procedures set forth in the Anti-Harassment and Anti-Retaliation Policy 1436.
- 5.3.8 An employee who receives a non-routine directive or request that falls outside their authority from any citizen, business representative or elected or appointed official, shall immediately report such directive or request to the employee's immediate supervisor. No such directive or request shall be fulfilled unless permission to do so is given by the employee's immediate supervisor.