

**RESOLUTION 2020-3**

**A RESOLUTION OF THE  
READING PARKING AUTHORITY,  
COUNTY OF BERKS, PENNSYLVANIA**

Adopted: January 21, 2020

ADOPTING AN EMPLOYEE COMPLAINT AND  
COMMUNICATION PROCEDURE POLICY.

WHEREAS, the Reading Parking Authority (“Authority”) is a body corporate and politic organized and existing under the Parking Authority Law, approved June 5, 1947, P.L. 458, 53 Pa.C.S. §5501 *et seq.*, as amended and supplemented (“Act”); and

WHEREAS, the Authority wishes to and does by this Resolution adopt an Employee Complaint and Communication Procedure Policy, attached hereto as Attachment “A”, as may be amended from time-to-time by motion of the Authority’s Board of Directors.

NOW, THEREFORE, BE IT RESOLVED, by the Board of this Authority, in lawful session duly assembled, as follows:

SECTION 1. The Authority hereby adopts the Employee Complaint and Communication Procedure Policy attached hereto as Attachment “A”, as may be amended from time-to-time by motion of the Authority’s Board of Directors.


SECTION 2. This Resolution shall take effect immediately.

**DULY ADOPTED**, this 21<sup>st</sup> day of January, 2020, by the Board of The Reading Parking Authority.

ATTEST:

READING PARKING AUTHORITY

  
\_\_\_\_\_  
Nate Rivera, Secretary

By:   
\_\_\_\_\_  
Frank Denbowski, Chairperson

(SEAL)

SECRETARY'S CERTIFICATE

I hereby certify that the foregoing is a true and correct copy of a resolution adopted by a majority vote of the Board of Directors of the Reading Parking Authority at a meeting of said Board duly held on January 21, 2020, a quorum being present; that public notice of said meeting was given in the manner provided by law; that said resolution has been duly recorded upon the minutes of the Board, has not been amended or rescinded and is in full force and effect this 21<sup>st</sup> day of January, 2020.

READING PARKING AUTHORITY

By:



\_\_\_\_\_  
Nate Rivera, Secretary (SEAL)

ATTACHMENT "A"

**READING PARKING AUTHORITY EMPLOYMEE COMPLAINT AND  
COMMUNICATION PROCEDURE POLICY**

*Adopted By the Board of the Reading Parking Authority, January 21, 2020.*

This Employee Complaint and Communication Procedure Policy ("Policy") shall apply to all employees of the Reading Parking Authority ("Authority") and is intended to set forth a standard procedure for each employee to make requests, ask questions and/or voice complaints or statements. This Policy is being adopted to assure that Authority employees have the opportunity to be heard and to assure that all requests, questions and statements or complaints are handled in a consistent and even-handed manner.

Any Authority employee who would like to make a request, has a question, would like to voice a complaint, or make a statement must direct his or her request, question, complaint or statement to his immediate supervisor or manager. In the event that the request, question, complaint or statement relates to the conduct of the employee's supervisor or manager, the employee shall direct such request, complaint or statement to his or her supervisor's or manager's supervisor.

If an employee is not satisfied, or does not agree with the outcome of his or her inquiry, he or she may request in writing, that his or her supervisor or manager arrange a meeting with the employee, his or her supervisor or manager and his or her supervisor's or manager's immediate supervisor and/or the next level of supervision as the case may present. Such written request shall outline the purpose for which the meeting is being requested. If a request for a meeting is honored, a meeting will be scheduled within two weeks if possible. If a request for a meeting is refused, a written response will be provided to the employee.

Except as set forth below, in no event shall any employee direct a request, question, complaint or statement to a member of the Authority Board, the Authority Solicitor or (unless such employee reports directly to the Executive Director) the Executive Director. Only in the case of an employee who reports directly to the Executive Director and desires to address a request, complaint, question or statement relating to the conduct of the Executive Director may the employee contact the Authority Board, which shall be done by contacting the Authority Solicitor, who shall bring the issue to the Authority Board on the employee's behalf.

Any deviation from the above mentioned procedures will be considered as insubordination and may result in disciplinary action.