

user
guide

UG



Employee Labor & Relations Portal: Dispute Resolution Management - Employee



**HUMAN
RESOURCES
DEPARTMENT**

Table of Contents

Disclaimer	3
HROne Connect Portal.....	4
Role: Employee	4
Grievance	5
Grievance Stages.....	5
Dispute Resolution Intake - Grievance	6
Dispute Resolution Portal - Grievance Management	14
Grievance Step 1 Tab.....	17
Grievance Step 2 Tab.....	21
Grievance Step 3 Tab.....	25
Grievance Step IV Tab – Fire Classified Only	29
Attachments:	31
Attachment Method 1 – Attachment Section	31
Attachment Method 2 – Attachment Tab	33
Classification Challenge.....	33
Dispute Resolution Intake – Classification Challenge.....	33
Dispute Resolution Portal - Classification Challenge Case Management	35
Classification Challenge Details Tab	36
Classification Challenge Response Section	37
Employee Concerns Review Program.....	41
Dispute Resolution Intake – Employee Concern	42
Dispute Resolution Portal – Employee Concern Resolution Program	44
Non-Referral.....	51
Dispute Resolution Intake – Non-Referral.....	51
Dispute Resolution Portal – Non-Referral	53
Task Portal	58
Wrap Up.....	60

Disclaimer

The information in this user guide is based on materials provided by Sodales Solutions, Inc. All system screenshots were taken from the Employee Labor & Relations Portal's test environment and are included to illustrate specific steps. The live production environment may appear slightly different.

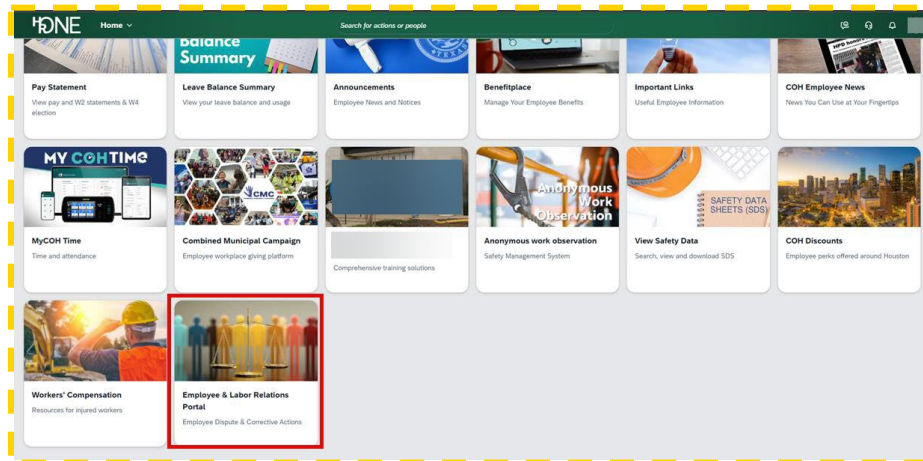
The process steps in this guide apply to the following roles:

- Employee, Civil Service, Grievance Coordinators, and the Administrator – Your role determines what you will be able to create and update under your profile for Dispute Resolution Management.
- Legal – This role has been specifically created for view only access for members of the Labor, Employment & Civil Service (LECS) section of the City of Houston's Legal Department.

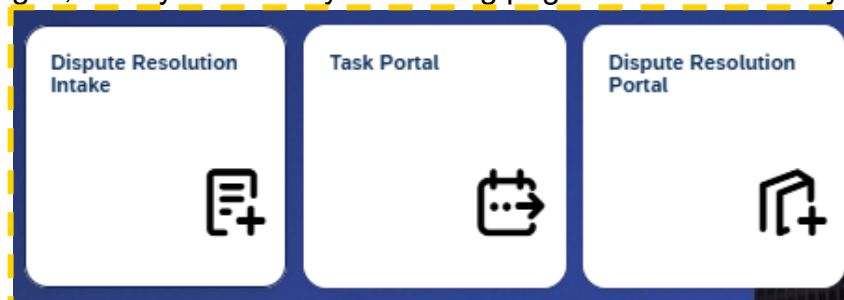
All other roles have view-only access to specific sections.

HROne Connect Portal

Log into the Employee Labor & Relations Portal by clicking on the tile within the HROne Connect portal.



After logging in, what you see on your landing page will be based on your role.



Role: Employee

The role of the employee has access to the **Dispute Resolution Portal**:

- Grievance
- Arbitration
- Classification Challenge
- Employee Concern
- Non-referral

The employee role also has access to the **Dispute Resolution Intake**:

- Grievance
- Classification Challenge
- Employee Concern
- Non-Referral

The employee role also has access to the **Task Portal** for the task they are assigned.

Grievance

Grievance Stages

The grievance process for employees may consist of up to 4 steps. However, regardless of how many steps, the last step of the process is the final step. The steps for municipal employees, police classified, and fire classified are detailed below.

Municipal Employee:

1. Step I – Immediate Supervisor or another manager in the chain of command
2. Step II – Department Director Level
3. Step III – Grievance Committee

Police Classified:

1. Step I – Immediate Supervisor or another manager in the chain of command
2. Step II – Chief of Police or designee
3. Step III – Grievance Examiner

Fire Classified:

1. Step I – Immediate Supervisor or another manager in the chain of command
2. Step II – Fire Chief or designee
3. Step III – Grievance Examiner
4. Step IV – Civil Service Commission

Dispute Resolution Intake - Grievance

Click on the **Dispute Resolution Intake** tab on the ELRP landing page.



Select **Grievance** as the dispute type from the dropdown menu

A screenshot of the "Dispute Type" dropdown menu. The menu is open, showing a list of options: Grievance, Arbitration, Classification Challenge, Employee Concern, Non-Referral, and AIRP. The "Grievance" option is highlighted with a red box.

Select the appropriate Labor Group by using the dropdown menu. **Note: The labor group selected is linked to the specific employees and grievance steps available for the selected labor group.**

A screenshot of the "Dispute Resolution Intake" form. The form has three dropdown menus: "Dispute Type" (set to "Grievance"), "CBA" (set to "Fire Classified"), and "Grievance Type" (set to "Fire Classified"). Red arrows point to each of these dropdown menus.

Grievance Type is populated as **"Individual"** by default.

A screenshot of the "Grievance Type" dropdown menu. The menu is open, showing a list of options: Individual. The "Individual" option is highlighted.

Attachments

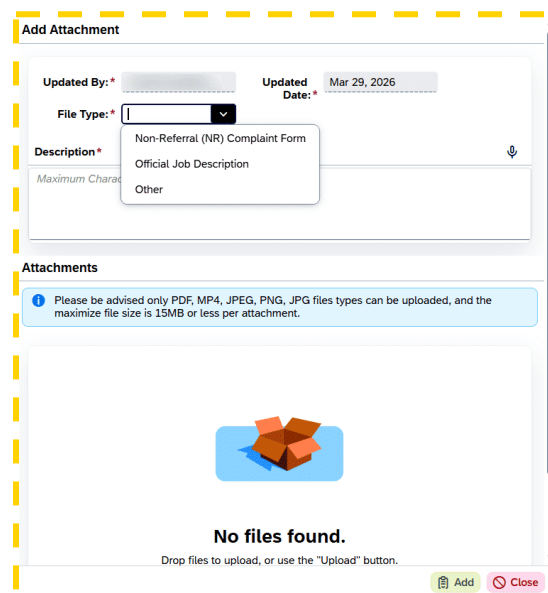
If the employee has any attachments they would like to submit at the time of filing their grievance, the user can add the attachment section.

To add an attachment, click on add attachment. The Add attachment pop will appear. Select the file type and enter a description of the documents.

Drag and drop files or click the "Upload" button to add files.

Once file has been added, click on the Add button.

Repeat steps to add additional documents (Note: file size limit is 15MB. Larger files will need to be separated to upload to the ELRP).



Section 1: Grievant

Some information is pre-populated and will not need to be entered. The pre-populated fields include Employee Name, Employee ID, Reported by Employee ID, Reported by Employee Name, Gender, Race, Work Email, Date of Hire, Job Classification, Department, Subgroup, Division, Supervisor, Supervisor's Division, Supervisor's Email, and Supervisor's Job Classification.

The following mandatory fields must be **entered manually** by the user: Personal Email, Personal Telephone Number, Work Address, Home Address, Work Schedule, Off Days, and Supervisor (Live search).

These fields **are not mandatory**: Employee Representative Name, Employee Representative Phone, Employee Representative Email, and Represented By.

Grievant

Employee Name: *

Employee ID: *

Reported by Employee ID: *

SLSC1110

Reported by Employee Name: *

Pooja E

Gender: *

Race: *

Work Email: *

Personal Email: *

Maximum Character Limit is 1000

Personal Telephone Number: *

Maximum Character Limit is 100

Work Address: *

Maximum Character Limit is 100

Home Address: *

Maximum Character Limit is 100

Job Classification: *

Department: *

Subgroup: *

Division: *

Supervisor: *

Supervisor's Division: *

Supervisor's Email: *

Supervisor's Job Classification: *

Employee Representative Name: *

Maximum Character Limit is 1000

Employee Representative Phone: *

Maximum Character Limit is 100

Employee Representative Email: *

Maximum Character Limit is 1000

Checking for Existing Cases

The employee has the ability to see previously submitted grievances, arbitrations and/or corrective actions for the employee in this section.

The employee will need to select "Yes" to see prior case information. If a grievance, arbitration, and/or corrective action has been recorded in the ELRP, then the Case Number and Status will be displayed.

Grievance Filed:
☐ Yes
☒ No

Arbitration Filed?:
☐ Yes
☒ No

Corrective Action Filed?:
☐ Yes
☒ No

Grievance Filed:
☒ Yes
☐ No

Case Number *

Status *

Case Number *

GRV-2025-00074

Status *

Open

If no grievance, arbitration, and/or corrective action has been recorded in the ELRP, then the case number and status fields below will be blank.

The screenshot shows a form with the following fields and options:

- Grievance Filed?: ☐ Yes ☒ No
- Arbitration Filed?: ☐ Yes ☒ No
- Discipline Filed?: ☒ Yes ☐ No
- Case Number* (blank)
- Status* (blank)
- No data
- Discipline within Sodales system:
- Case Number* (blank)
- Status* (blank)
- No data
- + Add button

Adding Historical Case Information in ELRP

If the employee has any known grievance, arbitration, and/or corrective action that are not listed in this section, the employee has the option to manually add the previous cases to the employee history in the ELRP.

To add historical case information, use the “+ Add” button” to manually enter the required Case Number and Status. (Note: Do not enter the current case number in this area. Current case information will be visible in this section when any subsequent intakes are entered.)

The screenshot shows the same form as above, but with a red arrow pointing to the “+ Add” button.

Section 2: Grievance Details

Note: ***The Intake form is same for all labor groups – Fire Classified, Police Classified, and Municipal. However, the Grievance nature is different for each labor group. ***

Field	Options
Date of Action or No Action	Mandatory Field, User enters information.
Grievance Filed Date	Automatically populated to date the employee submits the grievance through the ELRP system.
Grievance Filed Time	Automatically populates to the time the employee submits the grievance through the ELRP system.
Grievance Number	The ELRP system will assign a number once the grievance has been submitted.
Grievance Nature Dropdown menu for Municipal & Police Classified	Mandatory Field. Changes based on whether the employee is municipal or classified. -

Municipal Grievance Nature Dropdown Menu Options:

- Written Reprimand (Houston Police Department only)
- Positive Corrective Action Level I (“Level I”)
- Positive Corrective Action Level II (“Level II”)
- Decision Making Leave (possibly can skip to Step II)
- Temporary suspension up to 15 calendar days (Houston Police Department only) (possibly can skip to Step II)
- Non selection for a promotion to a referred position
- Hazardous working conditions not intrinsic to the job
- Employee performance ratings with an overall rating of less than acceptable or effective or the equivalent
- Failure to receive a performance rating if delayed more than six months
- Failure to be paid overtime or compensatory time, if eligible, appropriate, and worked

Police Classified Grievance Nature Dropdown Menu Options

- Transfers (involuntary or denials) (Method A only)
- Denial of Overtime Actually Worked
- Written Reprimands
- Permanent change in days off and/or duty hours (Method A only)
- Semi-annual Job Performance Reviews (JPR) in which the officer’s Overall Rating is reduced to less than effective.

Fire Classified Grievance Nature

For Fire Classified, this field is a text field that the employee needs to fill in. A firefighter may file a grievance that relates to any aspect of the fire fighter's employment. The fire fighter may not file a grievance relating to a disciplinary suspension, indefinite suspension, promotional pass over, or demotion or other action or decision for which a hearing, review, or appeal is otherwise required.

The screenshot shows a form titled "Grievance Details" with a dropdown arrow. It contains several input fields: "Date of Action or No action:" with a placeholder "MMM dd, yyyy" and a calendar icon; "Grievance Filed Date:" with a value of "Nov 07, 2025"; "Grievance Filed Time:" with a value of "01:56 PM"; "Grievance Number:" with an empty text box; and "Grievance Nature:" with a text box containing the placeholder "Maximum Character Limit is 1000". The "Grievance Nature:" field is highlighted with a red border.

Grievant's Responses to Step 1 Form:

1. Would you like to request to combine your Step 1 & Step 2 meetings to resolve this grievance? Employee responds **Yes** or **No**.
2. Would you like to request to consolidate your grievance with any other arising from the same facts or circumstances? Employee responds **Yes** or **No**.
3. Is this grievance based on any form of discrimination? Employee responds **Yes** or **No**.
4. If the user answers yes to question 3, please select the appropriate options in questions 4 & 5 that apply. Question 4 provides a dropdown list of federally protected characteristics. Multiple items may be selected.
5. Appears only if "yes" is selected for question 3. The employee needs to select one of the following options: do not plan to file, plan to file, or have filed.
6. If the user selects **No** for question 3, then question 6 appears. The user must check the box at the end of question 6. Question 6 reads "I certify that the information above is correct. I understand that allegations of discrimination cannot be addressed through the grievance procedure."

Note: Screenshot is on the next page.

1. Would you like to request to combine your Step 1 and Step 2 meetings to resolve this grievance?: *

☐ Yes ☒ No

2. Would you like to request to consolidate your grievance with any other arising from the same facts or circumstances?: *

☒ Yes ☐ No

3. Is this grievance based on any form of discrimination?: *

☒ Yes ☐ No

4. If yes to #3, please select the appropriate options in questions 4 and 5 that apply: *

5. I have: *

☐ Filed ☐ Plan to File

☐ not planned to file a complaint based on the facts of this grievance

Resolution Requested Field

In the resolution field, the employee enters their requested resolution. Users can also enter resolution details by using the speech-to-text icon to input the information through voice.

Resolution Requested *

Maximum Character Limit is 500



Additional Information

If there is any additional information that the employee needs to include such as a statement in support of the grievance, then the information would be entered in the additional information field.

Additional Information

Maximum Character Limit is 5000



Consent

The employee must check the consent box below to submit their grievance.

* ☐ I do not feel that this concern is the result of discrimination due to race, color, sex, religion, national origin, age, disability, or veteran's status, or is a retaliation for my having filed such a discrimination complaint or for whistleblowing

Download PDF

To download the intake form as a PDF, you will need to select **yes**. If you do not want to download the intake form, select **No**.



Do you want to download a PDF version for this case:*

☒ Yes ☐ No

Note: You have the option of downloading a PDF copy of the grievance case documents at anytime from the portal.

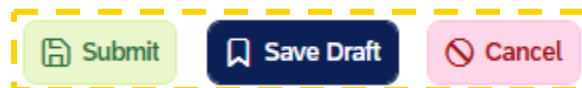
Footer Options:

The footer section on the intake page includes three options: **Submit, Save Draft, and Cancel**.

Selecting Submit will initiate the grievance process on behalf of the grievant and the system will auto generate the grievance case number.

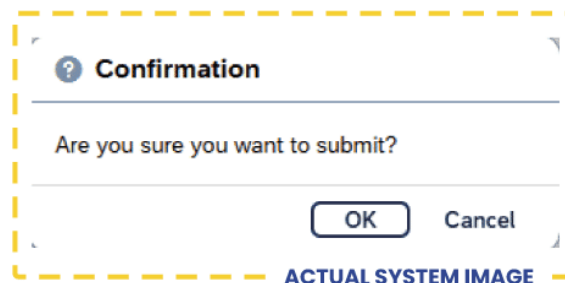
Selecting Save Draft will save the information entered so you can return later to complete the intake.

Selecting Cancel: will allow you to exit the Dispute Resolution Intake application and return to the main landing page.



Submitting a Case

Click Submit. You will be prompted with a confirmation button. Select ok to continue.



Confirmation

Are you sure you want to submit?

OK Cancel

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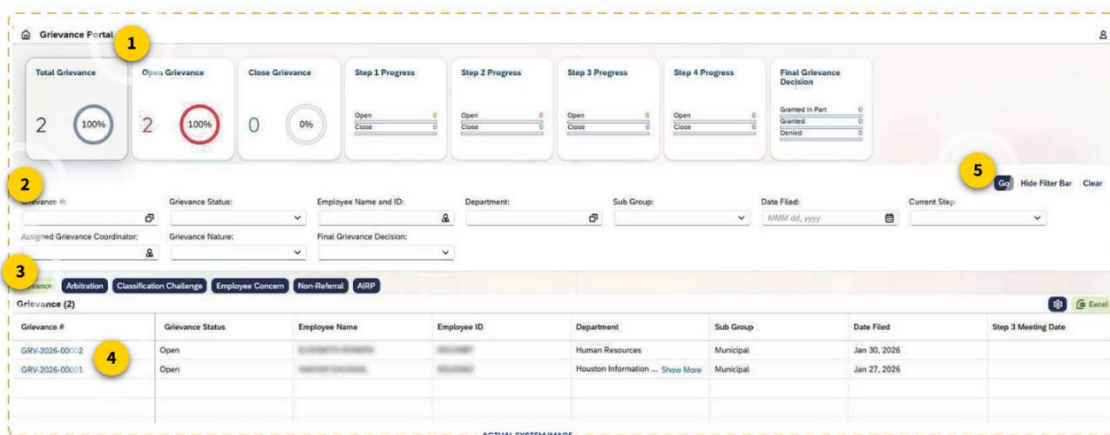
Dispute Resolution Portal - Grievance Management

To access the Dispute Resolution Portal, click on the Dispute Resolution Portal tile.



Dispute Resolution Dashboard

The Dispute Resolution Dashboard is specific to your role's dashboard information.



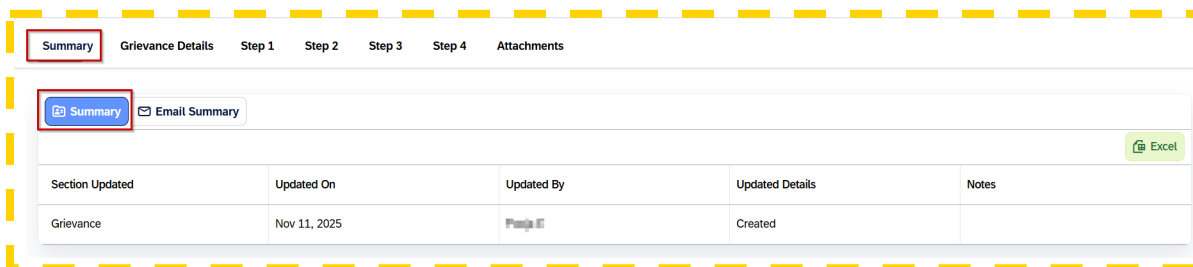
1. KPIs - This area of the dashboard will show the KPIs for each dispute resolution type. For Grievances the KPIs are total grievances, open grievances and closed grievances.
2. Dashboard Filters - Users can use the filter to narrow down and view specific information on the dashboard.
3. Dispute Resolution Types - Users can switch to other toggles dispute types as needed and the dashboard information is displayed accordingly. Your role permission will determine which modules you will have access to in the ELRP. To access grievances, select the Grievance tab.
4. Dispute Resolution Case Information - Based off the dispute resolution case type and your ELRP role, case information will be displayed here. In addition, the user will click on the case number hyperlink to access other details of the case and to perform case management tasks.
5. Go, Show/Hide Filter, and Clear – Click **Go** after you have entered data in any of the dashboard filters. Click **Show/ Hide Filter Bar** to hide or display the dashboard filters. Click **Clear** to remove data from the dashboard filter.

Summary Page

Click the **Grievance** hyperlink to be taken to the Summary page for that grievance.

Summary Tab

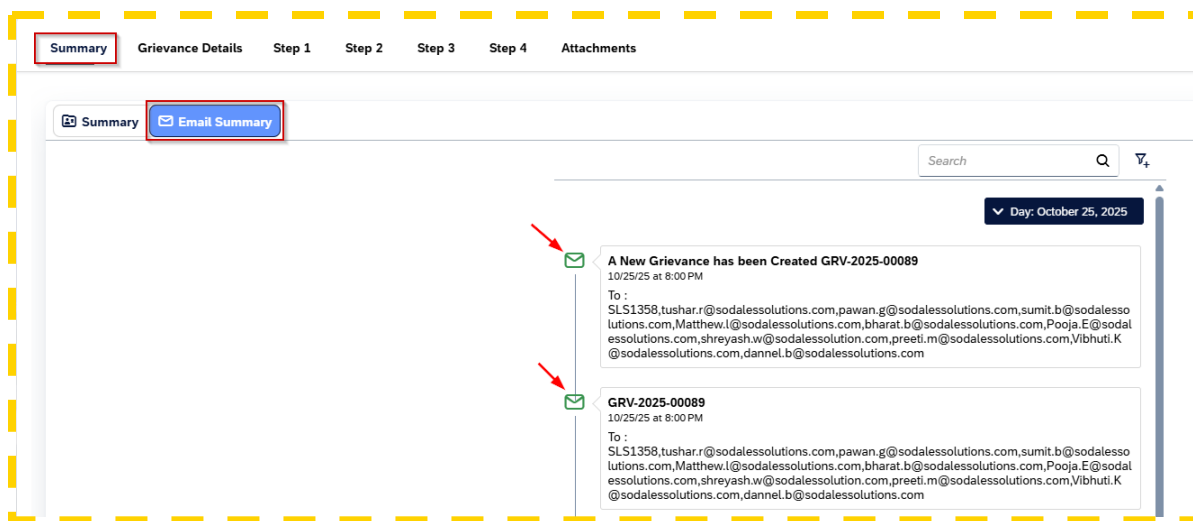
In the **summary tab** users can see the entire summary of the different actions performed in the portal related to **Grievance** with detail such as updated by, date, notes, etc.



Summary Grievance Details Step 1 Step 2 Step 3 Step 4 Attachments				
Summary Email Summary				
Section Updated	Updated On	Updated By	Updated Details	Notes
Grievance	Nov 11, 2025	Page 6	Created	

Email Summary

In the **Email summary** tab users will see all the emails which have been sent from the ELRP. Users can click on the email sent to see the actual verbiage sent in the email.



Summary Grievance Details Step 1 Step 2 Step 3 Step 4 Attachments

Summary Email Summary

Search

Day: October 25, 2025

A New Grievance has been Created GRV-2025-00089
10/25/25 at 8:00 PM
To : SLS1358,tushar.r@sodalessolutions.com,pawan.g@sodalessolutions.com,sumit.b@sodalessolutions.com,Matthew.l@sodalessolutions.com,bharat.b@sodalessolutions.com,Pooja.E@sodalessolutions.com,shreyash.w@sodalessolution.com,preeti.m@sodalessolutions.com,Vibhuti.K@sodalessolutions.com,dannel.b@sodalessolutions.com

GRV-2025-00089
10/25/25 at 8:00 PM
To : SLS1358,tushar.r@sodalessolutions.com,pawan.g@sodalessolutions.com,sumit.b@sodalessolutions.com,Matthew.l@sodalessolutions.com,bharat.b@sodalessolutions.com,Pooja.E@sodalessolutions.com,shreyash.w@sodalessolution.com,preeti.m@sodalessolutions.com,Vibhuti.K@sodalessolutions.com,dannel.b@sodalessolutions.com

Grievance Details Tab

The Grievance details tab is replica of the intake form submitted by the employee.

Summary Grievance Details Step 1 Step 2 Step 3 Grievance Determination Tasks Notes Attachments

1

Dispute Type: Grievance
Labor Group: Municipal
Grievance Type: Individual

Grievance Reported For Details

2

Employee Name: [text]
Employee ID: [text]
Reported by Employee ID: [text]
Reported by Employee Name: [text]
Gender: [text]
Race: [text]
Work Email: [text]
Personal Email: [text]
Personal Telephone Number: [text]
Work Address: [text]
Home Address: [text]
Date of Hire: [text]
Work Schedule: [text]
Off Days: [text]

Job Classification: [text]
Department: Human Resources
Subgroup: Municipal
Division: [text]
Supervisor: [text]
Supervisor's Division: [text]
Supervisor's Email: [text]
Supervisor's Job Classification: [text]
Employee Representative Name: [text]
Employee Representative Phone: [text]
Employee Representative Email: [text]
Represented By: [text]

Close Case PDF Print Submit for Review Cancel

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1. The fields in this section are automatically populated based upon the dispute type, labor group, and grievance type.
2. Grievance Reported for Details section – This section allows the user to view and edit these fields: Personal Telephone Number, Work Address, Date of Action or No Action, Question Section, Resolution Requested, and Additional Information.

Footer Buttons:

PDF Print: User can click PDF print if they want to print the grievance details.

Cancel: The Cancel button will exit the user out of the Grievance Details Section.

PDF Print Cancel

Grievance Step 1 Tab

Once your department's grievance coordinator has ensured your grievance has been timely filed and/or is eligible to proceed through the grievance process, the grievance coordinator will coordinate the scheduling of the grievance meeting between the employee and department representative(s).

The screenshot displays the 'Step 1' tab of a grievance process interface. The navigation bar at the top includes 'Summary', 'Grievance Details', 'Step 1' (highlighted), 'Step 2', 'Step 3', and 'Attachments'. The main content area for 'Step 1' features a 'Meeting Due Date' field. To the right of this field is an 'Add Attachment' button. Below this is a table with columns: 'File Name', 'File Type', 'Updated By', 'Updated Date', and 'Description'. The table currently displays 'No data'. At the bottom right, there are two buttons: 'PDF Print' and 'Cancel'.

1. Step I Meeting Details - Users with the appropriate permissions can view the meeting details, once the grievance coordinator enters the specific information.
2. Meeting Due Date - If the user is not skipping Step I, then meeting due date will be visible once the grievance coordinator has confirmed the meeting date. The Step I meeting due date is 30 calendar days from the date the grievance is filed. For example, if the grievance is filed on March 1, the Step I meeting due date would be March 31.
3. Attachments - Documents created for the Step I meeting are visible under the attachment section.
4. Footer Buttons - **Cancel**- Clicking this button will redirect the user back to the Portal page. **Print PDF**- User can click print PDF to download and print the meeting details page.

Step I Meeting

Once your department's grievance coordinator has ensured your Step I grievance has been timely filed and/or is eligible to proceed through the grievance process, the grievance coordinator will coordinate the scheduling of the Step I grievance meeting between the employee and department representative(s).

Users with the appropriate permissions can view the meeting details, once the grievance coordinator enters the specific information, The ELRP will generate an email to the parties with the details of the meeting. The Grievance Coordinator is required to comply with the serving notice on the employee under the labor group's governing statutes. **Note: screenshot is on the next page.**

The screenshot displays a web-based form for creating a meeting. It is organized into four numbered sections:

- 1 Meeting Details:** Includes fields for Meeting Subject (text), Meeting Start Date (2026-03-18), Meeting Start Time (06:30 AM), Step 1 Response Deadline Date, Meeting Location (Civil Service Conference Room, 611 Walker Street, 4th Floor, Room 408, ...), Meeting End Date (MM/dd/yyyy), Meeting End Time (hh:mm a), and AD Level Designee.
- 2 Union Attendee Details:** Includes fields for Union Attendee Name (Maximum Character Limit is 250) and Union Attendee Email (Maximum Character Limit is 250).
- 3 Department Attendee Details:** Includes fields for Department Attendee Name (Maximum Character Limit is 250) and Department Attendee Email (Maximum Character Limit is 250).
- 4 Meeting Notes:** A large text area for notes, with a character limit of 5000.

Each section has an 'Add' and 'Delete' button. The form is titled 'Meeting' and has a 'Meeting' dropdown menu.

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1. Meeting Details – Includes Meeting Subject, Meeting Start Date, Meeting Start Time, Step I Response Deadline Date, Meeting Location, Meeting End Date, Meeting End Time, and AD Level Designee (live search field)
2. Union Attendee Details – Name and email address of the union attendee
3. Department Attendee Details – Name and email address of the department attendee.
4. Meeting Notes – The grievance coordinator captures the grievance meeting notes and summarizes the discussion. These notes are visible to the employee and other roles with the appropriate permission.

Step I Response

A summary of the Step I response, once it is available, will be documented in this section. The response details are visible to the employee and other roles with the appropriate permission.

The screenshot displays a web-based form for the Step I Response. It features a text editor with a toolbar containing various formatting options (bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, etc.). The text area is currently empty.

Recommended Response: The Recommended Response section is view only. This section is the official recommendation to the grievance.



The screenshot shows a section titled "Recommended Response" with a dropdown menu. Below the dropdown, there are three fields: "Recommended Response:" (with a dropdown arrow), "Responded By:" (with a text input field and a note "Maximum Character Limit is 250"), and "Recommended Response Date:" (with a date input field showing "Feb 02, 2026" and a calendar icon).

Step I Employee Response

Once the Step I response has been recorded, the employee will be able to record their response to the department's response within the time limits established by their specific grievance process governing procedures.



The screenshot shows a section titled "Employee Response" with a dropdown menu. Below the dropdown, there are two fields: "Employee Response:" (with a dropdown arrow) and "Employee Response Date:" (with a date input field showing "Feb 02, 2026" and a calendar icon).

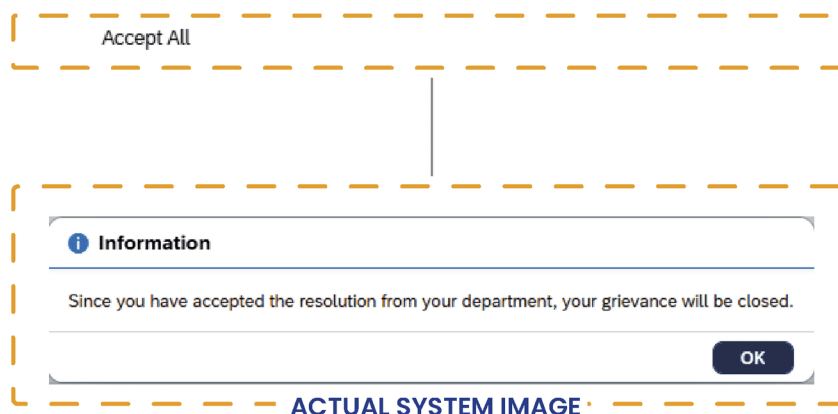
The employee can access the ELRP and record their response to the Department's response or they can complete the Step 1 form grievance acceptance/rejection of recommendation section and provide it to the grievance coordinator to record in the ELRP.

The grievant has two options: Accept All or Reject All of the recommendations of the Step I response.

Accept All

If the grievant accepts the recommendations, then the grievance coordinator shall select "Accept All" and enter the date of acceptance from the Step I grievance form.

An information pop up will appear to notify the user that the grievance will be closed.

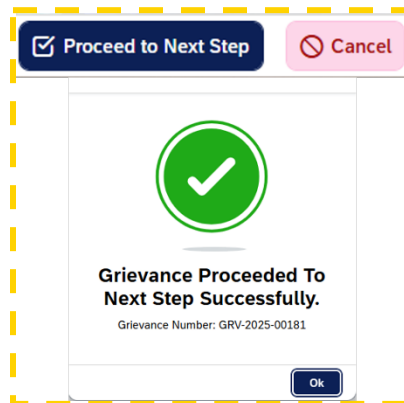


The diagram shows a dashed box labeled "Accept All" at the top. A vertical line connects it to a larger dashed box below. Inside the larger box is an "Information" pop-up window. The pop-up has a title bar with an information icon and the word "Information". The main text inside the pop-up reads: "Since you have accepted the resolution from your department, your grievance will be closed." At the bottom right of the pop-up is an "OK" button. Below the dashed box, the text "ACTUAL SYSTEM IMAGE" is written in blue.

Reject All

If the employee rejects the recommendations, then the employee shall select "Reject All" and enter the date of rejection.

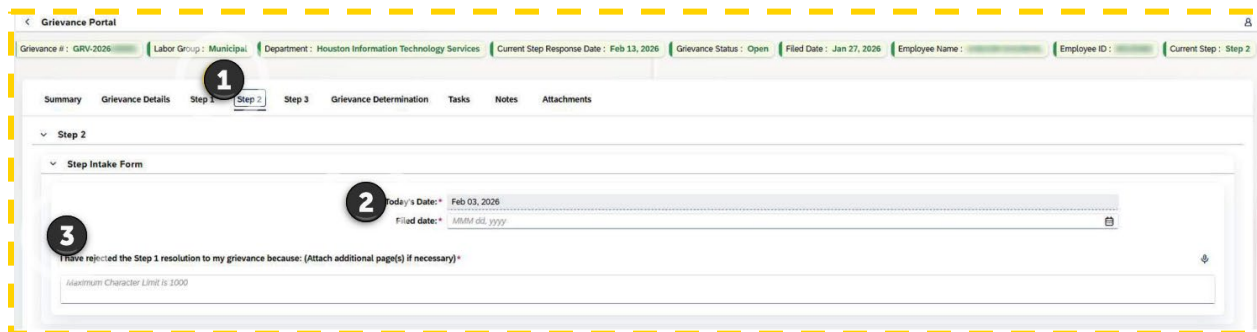
If the grievant decides to proceed to Step 2, then the "Proceed to Next Step" and the Step 2 tab will become viewable and editable.

**Attachments**

Documents created or received related to the Step I meeting will be attached in the below attachment section. These attachments are visible to the employee and other roles with the appropriate permissions.

Grievance Step 2 Tab

If the grievance is proceeding to the next step, please remember to select "Proceed to Next Step" on the Step 1 tab for the Step 2 tab to be viewable and editable. If the grievant decides to proceed to the next step or if the grievance coordinator receives a Step 2 grievance form from the grievant, the filed date will need to enter to begin the Step 2 process.

The screenshot shows the 'Grievance Portal' interface. At the top, there is a header bar with various fields: 'Grievance # : GRV-2026', 'Labor Group : Municipal', 'Department : Houston Information Technology Services', 'Current Step Response Date : Feb 13, 2026', 'Grievance Status : Open', 'Filed Date : Jan 27, 2026', 'Employee Name :', 'Employee ID :', and 'Current Step : Step 2'. Below the header, there is a navigation bar with tabs: 'Summary', 'Grievance Details', 'Step 1', 'Step 2' (which is highlighted), 'Step 3', 'Grievance Determination', 'Tasks', 'Notes', and 'Attachments'. The main content area is titled 'Step 2' and contains a 'Step Intake Form'. The form has three numbered callouts: 1. 'Step 2 Intake Form' (pointing to the form title), 2. 'Filed Date' (pointing to the 'Today's Date' and 'Filed date' fields), and 3. 'Step 1 Rejected Reason' (pointing to the text area for rejecting the Step 1 resolution). The 'Today's Date' field is pre-filled with 'Feb 03, 2026'. The 'Filed date' field is empty and has a placeholder 'MM/DD/YYYY'. The text area for rejecting the Step 1 resolution is empty and has a placeholder 'Maximum Character Limit is 1000'.

1. Step 2 Intake Form
2. Filed Date – Contains the fields of Today's Date & Filed Date.
 - a. Today's Date – Auto populated with the current date and is not editable.
 - b. Filed Date - This field is mandatory. The filed date should be recorded as the date the employee files their Step 2 grievance in the ELRP or if the grievant submitted a paper Step 2 form to the grievance coordinator, the date the grievance coordinator recorded as the receipt of filing for the Step 2 grievance.
3. Step 1 Rejected Reason – The user will input the reason the Step 1 grievance was rejected.

Once the user enters the file date and the reason for rejecting the Step 1 response, the user will need to select "Submit" on the footer buttons for additional sections of the Step II grievance process to be viewable and editable. A confirmation pop up appears once submitted. To move on to the next steps in the process, select **yes**, otherwise select **no**.

Once the Step 2 request has been submitted, the grievance coordinator will need to update the meeting due date. Once that has occurred, the meeting due date is visible to the employee.

Step II Meeting

Once your department's grievance coordinator has ensured your Step II grievance has been filed timely and/or is eligible to proceed through the grievance process, the grievance coordinator will coordinate the scheduling of the Step II grievance meeting between the employee and department representative(s).

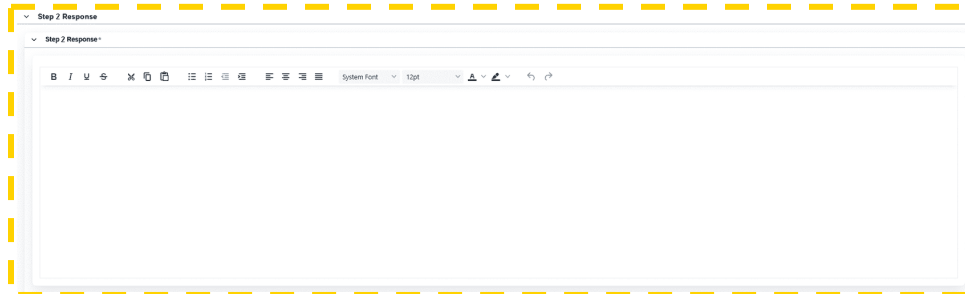
Users with the appropriate permissions can view the meeting details, once the grievance coordinator enters the specific information, The ELRP will generate an email to the parties with the details of the meeting. The Grievance Coordinator is required to comply with the serving notice on the employee under the labor group's governing statutes.

The screenshot shows a web-based form for entering meeting details. It is titled 'Meeting' and has a 'Meeting' dropdown menu. The form is divided into three main sections, each with a numbered icon (1, 2, 3) and a title. Section 1, 'Meeting Details', contains fields for Meeting Subject, Meeting Start Date, Meeting Start Time, Step I Response Deadline Date, Meeting Location, Meeting End Date, Meeting End Time, and AD Level Designee. Section 2, 'Union Attendee Details', contains fields for Union Attendee Name and Union Attendee Email. Section 3, 'Department Attendee Details', contains fields for Department Attendee Name and Department Attendee Email. The form has a yellow dashed border and a bottom bar with buttons for Close Case, PDF Print, Save, Submit, and Cancel.

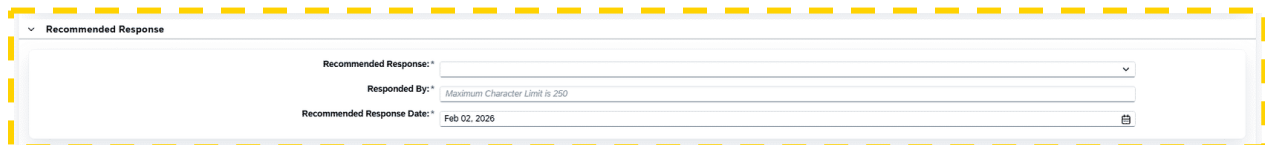
1. Meeting Details – Includes Meeting Subject, Meeting Start Date, Meeting Start Time, Step I Response Deadline Date, Meeting Location, Meeting End Date, Meeting End Time, and AD Level Designee (live search field)
2. Union Attendee Details – Name and email address of the union attendee
3. Department Attendee Details – Name and email address of the department attendee.
4. Meeting Notes (not shown above) – The grievance coordinator captures the grievance meeting notes and summarizes the discussion. These notes are visible to the employee and other roles with the appropriate permission.
5. Attachments (not shown above) - Documents created or received related to the Step II meeting will be attached in the below attachment section. These attachments are visible to the employee and other roles with the appropriate

Step II Response

A summary of the Step II response, once it is available, will be documented in this section. The response details are visible to the employee and other roles with the appropriate permission.

A screenshot of a web form titled "Step 2 Response". The form contains a rich text editor with a toolbar at the top featuring icons for bold, italic, underline, link, unlink, list, and other text formatting options. Below the toolbar is a large, empty text area for entering the response.

Recommended Response: The Recommended Response section is view only. This section is the official recommendation to the grievance.

A screenshot of a web form titled "Recommended Response". It contains three input fields: "Recommended Response:" with a dropdown arrow, "Responded By:" with a text input and a note "Maximum Character Limit is 250", and "Recommended Response Date:" with a date input showing "Feb 02, 2026" and a calendar icon.

Step II Employee Response

Once the Step II response has been recorded, the employee will be able to record their response to the department's response within the time limits established by their specific grievance process governing procedures.

A screenshot of a web form titled "Employee Response". It contains two input fields: "Employee Response:" with a dropdown arrow, and "Employee Response Date:" with a date input showing "Feb 02, 2026" and a calendar icon.

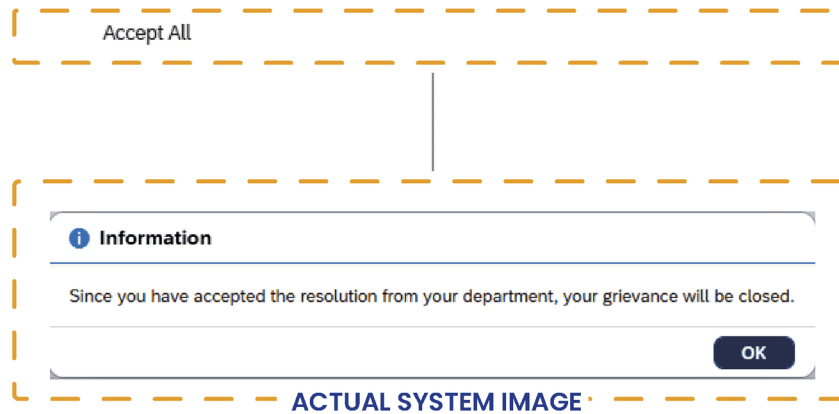
The employee can access the ELRP and record their response to the Department's response or they can complete the Step 2 form grievance acceptance/rejection of recommendation section and provide it to the grievance coordinator to record in the ELRP.

The grievant has two options: Accept All or Reject All of the recommendations of the Step II response.

Accept All

If the grievant accepts the recommendations, then the grievance coordinator shall select "Accept All" and enter the date of acceptance from the Step II grievance form.

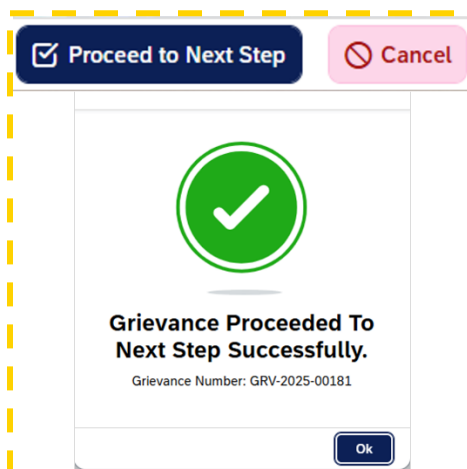
An information pop up will appear to notify the user that the grievance will be closed.



Reject All

If the employee rejects the recommendations, then the employee shall select "Reject All" and enter the date of rejection.

If the grievant decides to proceed to Step 3, then the "Proceed to Next Step" and the Step 3 tab will become viewable and editable.



Once the grievant or the grievance coordinator has recorded the employee's response to the department's response and added any attachments, the user can select PDF Print to download a copy of the Step II or can select Submit.

Grievance Step 3 Tab

If the grievance is proceeding to the next step, please remember to select "Proceed to Next Step" on the Step 2 tab for the Step 3 tab to be viewable and editable.

If the grievant decides to proceed to the next step or if the citywide grievance coordinator receives a Step 3 grievance form from the grievant, the filed date will need to enter to begin the Step 3 process.

1. Step 3 Intake Form

2. Today's Date: Feb 03, 2028
Filed Date: 0000-00-0000

3. At Step 3 hearing, the following facts, if any, were not disputed:

After the Step 3 hearing, the following director's or designer's findings and/or resolution(s), if any, were not disputed:

At Step 3, the director's or designer's determination is improper for lack of (check the item(s) that apply):

The director's or designer's determination is incorrect because:

and/or the department director or designer's resolution(s) were incorrect because:

If you are being represented at this meeting, please list the name of your representative and their contact information:

1. Step 3 Intake Form
2. Filed Date – Contains the fields of Today's Date & Filed Date.
 - a. Today's Date – Auto populated with the current date and is not editable.
 - b. Filed Date - This field is mandatory. The filed date should be recorded as the date the employee files their Step 3 grievance in the ELRP or if the grievant submitted a paper Step 3 form to the grievance coordinator, the date the grievance coordinator recorded as the receipt of filing for the Step 3 grievance.
3. Intake Form Questions - The grievant or the grievance coordinator will need to provide responses to the Step 3 intake questions. The grievance coordinator will need to provide the grievant responses per the Step 3 grievance form.

Once the Step 3 request has been submitted, the grievance coordinator will need to update the meeting due date. Once this has occurred, the meeting due date is visible to the employee and other roles with the appropriate permission.

Meeting Due Date: * MMM dd, yyyy

Step III Meeting

Once your department's grievance coordinator has ensured your Step III grievance has been timely filed and/or is eligible to proceed through the grievance process, the grievance coordinator will coordinate the scheduling of the Step III grievance meeting between the employee and department representative(s).

Users with the appropriate permissions can view the meeting details, once the grievance coordinator enters the specific information, The ELRP will generate an email to the parties with the details of the meeting. The Grievance Coordinator is required to comply with the serving notice on the employee under the labor group's governing statutes.

The screenshot shows a web-based form for scheduling a Step III meeting. The form is titled 'Meeting' and is divided into three main sections, each with a numbered icon (1, 2, 3) and a list of input fields. Section 1, 'Meeting Details', includes fields for Meeting Subject, Meeting Start Date, Meeting Start Time, Step I Response Deadline Date, Meeting Location, Meeting End Date, Meeting End Time, and AD Level Designee. Section 2, 'Union Attendee Details', includes fields for Union Attendee Name and Union Attendee Email. Section 3, 'Department Attendee Details', includes fields for Department Attendee Name and Department Attendee Email. At the bottom of the form are buttons for Close Case, PDF Print, Save, Submit, and Cancel.

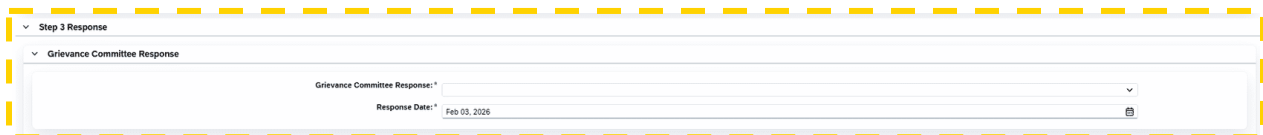
1. Meeting Details – Includes Meeting Subject, Meeting Start Date, Meeting Start Time, Step I Response Deadline Date, Meeting Location, Meeting End Date, Meeting End Time, and AD Level Designee (live search field)
2. Union Attendee Details – Name and email address of the union attendee
3. Department Attendee Details – Name and email address of the department attendee.
4. Meeting Notes (not shown above) – The grievance coordinator captures the grievance meeting notes and summarizes the discussion. These notes are visible to the employee and other roles with the appropriate permission.
5. Attachments (not shown above) - Documents created or received related to the Step III meeting will be attached in the below attachment section. These attachments are visible to the employee and other roles with the appropriate

Step III Response

After clicking submit on the Meeting Details, the Step 3 Response will be displayed.

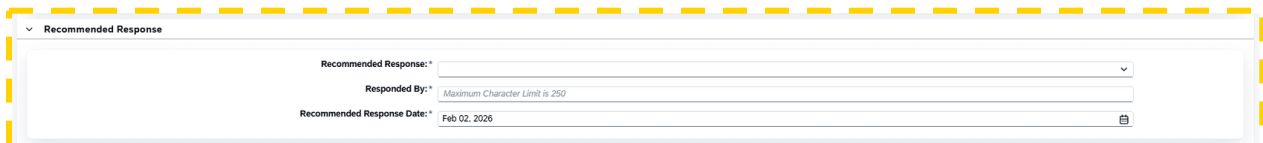
- Fire Classified & Police Classified, the Grievance Examiner will have 15 calendar days from the date of the Step 3 meeting concludes to issue a recommendation and resolution.
- For Municipal, the Grievance Committee will have 5 calendar days after the Step 3 meeting concludes to make a final determination on the grievance.
- Once the Citywide Grievance Coordinator has received the Step 3 decision, the decision will be recorded on the Step 3 response tab.

A summary of the Step III response, once it is available, will be documented in this section. The response details are visible to the employee and other roles with the appropriate permission.



The screenshot shows a web interface for the 'Step 3 Response' section. It contains a sub-section titled 'Grievance Committee Response'. Below this title, there is a text input field labeled 'Grievance Committee Response:'. To the right of this field is a dropdown arrow. Below the text field is a 'Response Date:' field with the date 'Feb 03, 2026' and a calendar icon to its right.

Recommended Response: The Recommended Response section is view only. This section is the official recommendation to the grievance.



The screenshot shows a web interface for the 'Recommended Response' section. It contains a text input field labeled 'Recommended Response:'. To the right of this field is a dropdown arrow. Below this field is a 'Responded By:' field with a placeholder text 'Maximum Character Limit is 250'. Below the 'Responded By:' field is a 'Recommended Response Date:' field with the date 'Feb 02, 2026' and a calendar icon to its right.

Step III Employee Response

Once the Step III response has been recorded, the employee will be able to record their response to the department's response within the time limits established by their specific grievance process governing procedures.



The screenshot shows a web interface for the 'Employee Response' section. It contains a text input field labeled 'Employee Response:'. To the right of this field is a dropdown arrow. Below the text field is an 'Employee Response Date:' field with the date 'Feb 02, 2026' and a calendar icon to its right.

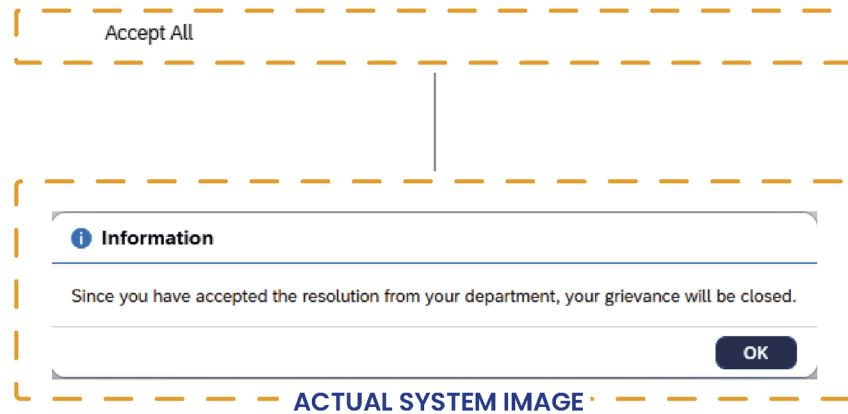
The employee can access the ELRP and record their response to the Department's response or they can complete the Step 3 form grievance acceptance/rejection of recommendation section and provide it to the grievance coordinator to record in the ELRP.

The grievant has two options: Accept All or Reject All of the recommendations of the Step III response.

Accept All

If the grievant accepts the recommendations, then the grievance coordinator shall select "Accept All" and enter the date of acceptance from the Step III grievance form.

An information pop up will appear to notify the user that the grievance will be closed.



Reject All

If the grievant rejects the recommendations, then the grievance coordinator shall select "Reject All" and enter the date of rejection from the Step III grievance form.

The Grievance Coordinator will attach the Step III form as supporting documentation for the grievant's response.

Once the grievant or the grievance coordinator has recorded the employee's response to the department's response and added any attachments, the user can select PDF Print to download a copy of the Step III or can select Submit.

Grievance Step IV Tab – Fire Classified Only

The last step of the grievance process is Step IV for Fire Classified. At the Step IV level, the Fire Classified or the Fire Chief may request the Civil Service Commission to make the final determination on the grievance by requesting a review of the Grievance Examiner's recommendation and resolution.

Summary Grievance Details Step 1 Step 2 Step 3 Step 4 Payment/Settlement Tasks Notes Attachments

Step 4

Step Intake Form

1 Today's Date: Feb 05, 2026

2 Filed Date: MM/DD/YYYY

3 Filed By: ☐ Employee ☐ Chief

4 Add Attachment

Get the findings and recommendations of the Grievance Examiner and hereby request a review of these findings and recommendations at the Civil Service Commission's next regularly scheduled meeting or as soon as practicable, not to exceed 30 calendar days after the transcript is filed with the Commission.*

Click here to view the transcript

Attachments

File Name	File Type	Updated By	Updated Date	Description	Delete
		No data			

ACTUAL SYSTEM IMAGE

1. Filed Date – Contains the fields of Today's Date & Filed Date.
 - a. Today's Date – Auto populated with the current date and is not editable.
 - b. Filed Date - This field is mandatory. The filed date should be recorded as the date the employee files their Step IV grievance in the ELRP or if the grievant submitted a paper Step IV form to the grievance coordinator, the date the grievance coordinator recorded as the receipt of filing for the Step IV grievance.
2. Filed By - If the Employee or the Chief submits the Step IV through the ELRP, the selection will auto populate based on the user's role. If the Citywide grievance coordinator receives a Step IV form, the Citywide Grievance Coordinator will record who has requested the Step IV review.
3. Reject Reason - The user will record the reason for rejection here. They can also click the microphone for speech to text.
4. Add Attachment - The user can upload attachments using the 'Add Attachment' button. Users will have access to view and edit the following fields:
 - a. Update By- logged in username is auto-populated
 - b. Updated Date- Current date is auto-populated
 - c. File Types – 48-hour notice, Exhibit, Extend Time, Meeting Notes, Other, Request to combine Step 1 & 2, Step 1 Response
 - d. Description - User can enter the details by typing directly into the text box or by clicking the speech-to-text icon to provide the information using voice input.

Commission Response Tab

Once the user submits a Step IV request, the Commission Response tab becomes available for viewing and editing. At the same time, the Citywide Grievance Coordinator receives an email notification.

After receiving the notification, the Citywide Grievance Coordinator will request the transcript from the court reporting agency, asking that it be delivered no later than 30 calendar days from the date the Step IV request was received.

Once the transcript is received, the Citywide Grievance Coordinator will date-time stamp the transcript and notify the Civil Service Commission Coordinator. The Commission Coordinator will then provide the date the Commission is scheduled to review the Step IV request.

The Citywide Grievance Coordinator will send notice to the grievant, the department, and the legal representative, confirming both receipt of the transcript and the scheduled review date.

All notices sent regarding the Step IV request and the transcript shall be attached to the case using the attachment tab or the Add attachment feature on the Step IV tab.

Note: *The Civil Service Commission is required to issue a decision on or before the 30th day after receiving the transcript.*

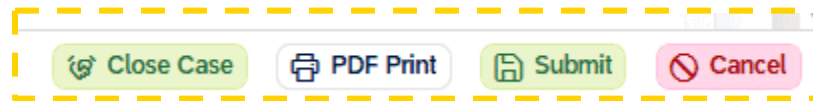
Upon receipt of the Commission's Response the Citywide Grievance Coordinator will record the Commission's final decision by using the following steps:

The screenshot shows a web form titled 'Commission Response' enclosed in a yellow dashed border. It contains three numbered steps: 1. 'Commission Response:' with a dropdown menu showing 'Granted in Part', 'Granted', and 'Denied'. A red arrow points to this dropdown. 2. 'Commission Response Date:' with a calendar icon. 3. 'Email To' with a text input field. Below the input field, it says 'Email To: Maximum Character Limit is 250'. There are 'Add' and 'Delete' buttons at the bottom right of the form.

1. Select the Commission response from these options:
 - a. Granted in Part
 - b. Granted
 - c. Denied
2. Enter the date of the Commission's response using MM/DD/YYYY format or clicking the calendar icon and selecting the date.
3. Once the response is recorded, the ELRP will send an email to the Grievance Coordinator. The grievance coordinator will then notify the parties of the commission's decision.

4. Citywide Grievance Coordinator will attach the Step IV order using the add attachment on the Step IV tab. This is not shown in the above image.
5. Once the Step IV Order has been attached, the Citywide Grievance Coordinator will click submit to close the case

PDF Print: User can click PDF print if they want to print the grievance details.



Attachments:

There are several ways to upload attachments. You can use the "add attachment" button at the end of each step (Step I, Step II, Step III, Step IV) or use the Attachment Tab to upload attachments.

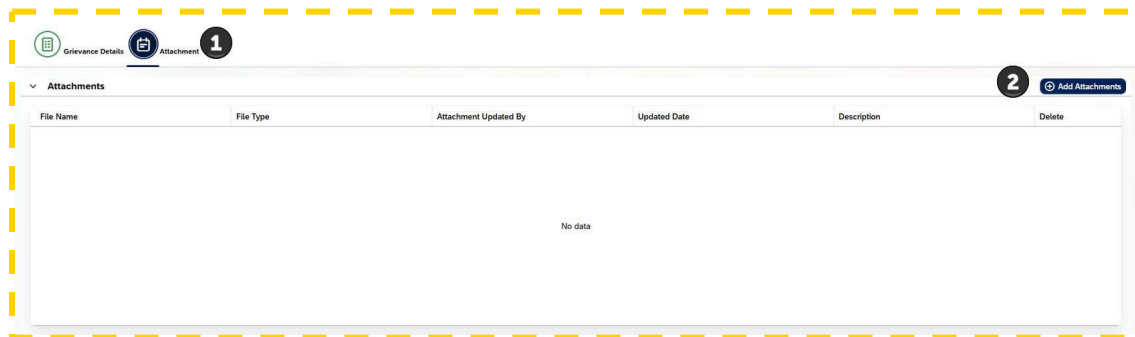
Users will have access to view and edit the following fields.

- Update By- logged in username is auto-populated
- Updated Date- Current date is auto-populated
- File Types include but is not limited to:
 - Exhibit
 - Extend Time
 - Other
 - Request to combine Step 1 & 2
- Description - User can enter the details by typing directly into the text box or by clicking the speech-to-text icon to provide the information using voice input.

Attachment Method 1 – Attachment Section

This attachment method allows you to upload attachments at the end of Step I, Step II, Step III, Step IV, Grievance Determination and Payment/ Settlement Tab from within the Dispute Resolution Portal. The attachment button is located at the bottom of each section.

Uploading Attachments



1. Click the Attachment Tab next to Grievance Details
2. Click the Add Attachment button.
3. Fill in the type of file and a description of the file.

4. Scroll to the bottom and click the upload button. The user also has the option to drag and drop attachments directly onto the area above the upload button.
5. Locate your file and click the add button. The system only accepts PDF, MP4, JPEG, and PNG files. The maximum file size is 15MB or less per attachment.
6. The file(s) will now appear in the attachments section with an option to delete the file(s).

Attachment Method 2 – Attachment Tab

This attachment method allows you to upload attachment using the attachment tab from within the **Dispute Resolution Portal**.

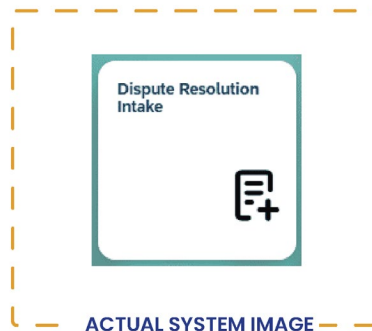
1. Click the Attachment Tab.
2. Click the Add Attachment button.
3. Fill in the type of file and a description of the file.
4. Scroll to the bottom and click the upload button.
5. The file will now appear in the attachments section.

Classification Challenge

Any civil service protected Municipal employee who feels that they are performing duties outside the course and scope of their classification as defined by the position job description and/or the performance plan may request a review of their actual duties performed to ensure conformity and consistency in that classification and the classification system.

Dispute Resolution Intake – Classification Challenge

To begin the classification challenge process, access the Dispute Resolution Intake tab from the ELRP landing page.



Next select **Classification Challenge** from the Dispute Type dropdown menu. There are two sections in the Classification Challenge – Classification Challenge Reported for Details and Classification Challenge Details.

Classification Challenge Reported for Details

Under the Employee section, the employee will notice that some information is pre-populated. The employee will need to manually enter the Personal Email, Personal Telephone Number, Work Address, and the Home Address fields. **Note: Screenshot is on the next page.**

Classification Challenge Details

1. The Classification Challenge filed date will auto populate as the date the challenge is submitted.
2. The employee will provide their responses to the required fields:
 - a. Request for Classification Challenge
 - b. The facts that support this position are as follows
 - c. To resolve this concern, I request the following resolution(s)
3. Attachment (not shown above) - Any attachments the employee would like to submit to support the classification challenge will be attached here.
4. Download PDF (not shown above) – The user is given an option to download a pdf version of the classification challenge intake.
5. Footer Buttons – Submit, Save, or Cancel
 - a. Submit – Selecting Submit will initiate the classification challenge and the system will auto generate the classification challenge case number.
 - b. Save Draft – Selecting Save Draft will save the information entered so you can return later to complete the intake.
 - c. Cancel – Selecting Cancel will exit the intake page without saving any information that has been entered.
6. Submit Case – Click submit. You will be prompted with a confirmation button. Select OK to continue. **Note:** It is recommended to write down the case number for future reference.

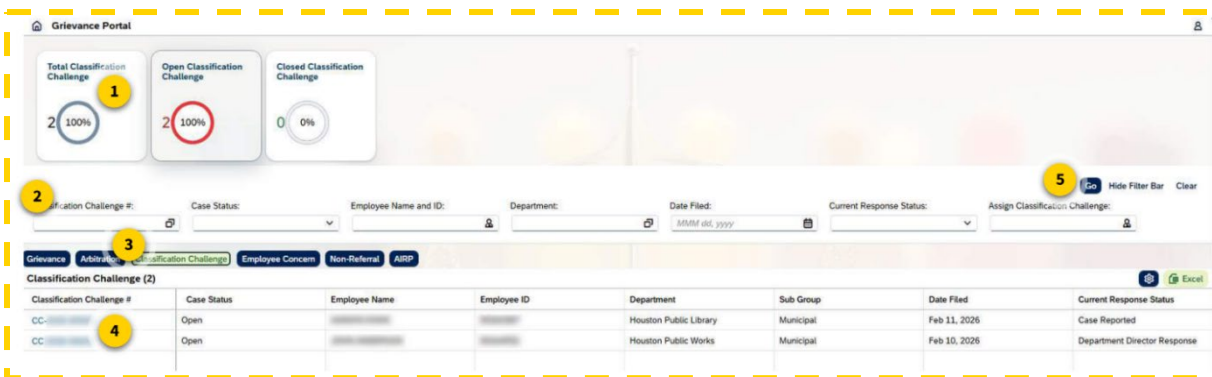
Dispute Resolution Portal - Classification Challenge Case Management

To track the classification challenge or monitor the status, the employee will need to access the Dispute Resolution Portal.

1. Log into the Employee Labor & Relations Portal by clicking on the tile within the HROne Connect Portal.
2. After logging in, what you see on your landing page will be based on your role. Click on the Dispute Resolution Portal to begin the Classification Challenge Case Management.

Dispute Resolution Dashboard – Classification Challenge

After clicking on the Dispute Resolution Portal, you will land on the Dispute Resolution Portal Dashboard. To access the Classification Challenges Dashboard, toggle between modules below.



1. KPIs - This area of the dashboard will show the KPIs for each dispute resolution type. For Classification Challenge the KPIs are total Classification Challenges, open Classification Challenges and closed Classification Challenges.
2. Dashboard Filters - Users can use the filter to narrow down and view specific information on the dashboard.
3. Dispute Resolution Types - Users can switch to other toggles dispute types as needed and the dashboard information is displayed accordingly. Your role permission will determine which modules you will have access to in the ELRP. To access Classification Challenges, select the Classification Challenges tab.
4. Dispute Resolution Case Information - Based off the dispute resolution case type and your ELRP role, case information will be displayed here. In addition, the user will click on the case number hyperlink to access other details of the case and to perform case management tasks.
5. Go, Show/Hide Filter, and Clear - Click **Go** after you have entered data in any of the dashboard filters. Click **Show/ Hide Filter Bar** to hide or display the dashboard filters. Click **Clear** to remove data from the dashboard filter.

Summary Page

To begin the Classification Challenge management process, the user would click on the Classification Challenge case number.

The screenshot shows the 'Summary' tab of a Classification Challenge case. Callout 1 points to the header area containing case information: Classification Challenge Number (CC-2026-0003), Department (Houston Public Library), Case Status (Open), Filed Date (Feb 11, 2026), Employee Name (redacted), Employee ID (redacted), and Current Response Status (Case Reported). Callout 2 points to the 'Summary' tab in the navigation bar. Callout 3 points to the 'Email Summary' button. Callout 4 points to the 'Cancel' button at the bottom right.

1. This area displays current case info such as name, department, classification challenge status, current step, etc.
2. Summary Tab - In the **summary tab** users can see the entire summary of the different actions performed in the portal related to **Classification Challenge** with detail such as updated by, date, notes, etc.
3. Email Summary - In the **Email summary tab** users will see all the emails which have been sent from the ELRP. User can click on the email sent to see the actual verbiage sent in the email.
4. Cancel Button - Clicking this button will redirect the user back to the Grievance Portal page.

Classification Challenge Details Tab

The Classification Challenge Employee tab is a replica of the intake form submitted by the employee.

The screenshot shows the 'Classification Challenge Details' tab. It contains two main sections: 'Classification Challenge Reported For Details' and 'Classification Challenge Details'. The first section includes fields for Employee Name, Employee ID, Reported by Employee Name, Work Email, Personal Email, Personal Telephone Number, Work Address, Home Address, Date of Hire, Job Classification, Department, Supervision, Supervisor's Email, and Supervisor's Job Classification. The second section includes fields for Classification Challenge Filed Date, Classification Challenge Number, Request for Classification Challenge, The facts that support this position are as follows (Attach additional sheets if needed), and In order to resolve this concern, I request the following resolution(s).

Classification Challenge Response Section

The Department Director designee shall review the request and no later than ten (10) calendar days after the request shall determine whether the request has merit and should be resolved internally without formal review by the HR Director. The Department Director designee may elect to:

1. Make no change in the employee's duties;
2. Eliminate any duties alleged to be outside the job description of the employee's classification and/or the employee's performance plan
3. Assign and/or substitute other duties that conform with the current job description of the employee's classification and/or reflect duties on the employee's performance plan
4. Join the employee's request for a job audit and determination. If the department director fails to take any action within ten (10) *calendar days* after the employee's initial request, the employee's request is forwarded to the HR Director requesting a formal job audit.

The screenshot shows a web interface for the 'Classification Challenge' section. At the top, there are tabs: 'Summary', 'Classification Challenge', 'Response' (highlighted with a yellow circle 1), 'Tasks', 'Notes', and 'Attachments'. Below the tabs, there is a 'Response:' dropdown menu with 'Department Director Response' selected (highlighted with a yellow circle 2). Below this, there is a 'Department Director:' field with a name and a 'Classification Challenge File Date:' field with the date 'Feb 11, 2026' (highlighted with a yellow circle 3). A message states: 'After considering your information and reviewing the matters, the department is recommending the following section(s). Please check appropriate box:'. Below this, there are three radio button options: 'Make no changes in current duties', 'Eliminate any duties alleged to be outside the job description of your classification and/or your performance plan. Such are:', and 'Assign and/or substitute other duties that conform with your current job description of your classification and/or reflect duties on your performance plan. These duties will be:'. The first option is selected (highlighted with a yellow circle 4). Below the options, there is a text area for 'Additional details' with a note 'Maximum limit is 5000' (highlighted with a yellow circle 5). At the bottom right, there is a blue 'Add Attachment' button (highlighted with a yellow circle 6). Below the form, there is a table with columns: 'File Name', 'File Type', 'Attachment Updated By', 'Updated Date', 'Description', and 'Delete'. The table currently shows 'No data'.

1. Response Tab - Under the response tab you will record all responses to the Classification Challenge. The first response to the Classification challenge will be the Department Director's or their designee response to your Classification Challenge. To view the department director's response, you will need to select Department Director Response using the drop-down menu. **Note:** Not all response options will be visible if a response has not been submitted by the responsive party.
2. Response – Department Director Response is selected by default.
3. Classification Challenge Date – The Department Director's name and Classification Challenge Response Date are displayed here.
4. Department Director's Decision Options – Available decision options for the Department Director or their designee. These are detailed below.

5. Additional Details - If the department director or their designee has selected the 2nd or 3rd option, additional details will be visible to the employee.
6. Attachments – Any response attachments will be visible in this section.

Department Director's Decision Options

There are four options to the question “After considering your information and reviewing the matters, the department is recommending the following section(s):”

1. Option 1 – Make no changes in current duties
2. Option 2 - Eliminate any duties alleged to be outside the job description of your classification and /or your performance plan.
3. Option 3 - Assign and/or substitute other duties that confirm with your current job description of your classification and/or reflect duties on your performance plan.
4. Option 4 - Join your request for a job audit and determination from the Human Resources Department Director

If Option 1, 2, or 3 is selected, then the case will automatically close.

If Option 4 is selected, then an email notification will be sent to the HR Director to conduct the job audit.

HR Director's Recommendation

Once the HR Director has completed the job audit, the HR Director's Recommendation will be recorded and visible under the HR Department Director Response.

The screenshot shows a dropdown menu for a field labeled "Response: *". The menu is open, displaying four options. The first option is "HR Department Director Response" with a downward arrow icon. The second option is "Department Director Response". The third option is "HR Department Director Response" and is highlighted with a blue background. The fourth option is "Department Director Response to HR Department Director Response". The entire dropdown menu is enclosed in a dashed yellow border.

Department Director's Response to HR Department Director's Response

Once the HR Department Director Response is recorded, the department director will be notified by email from the ELRP. The Department Director then select the one of the proposed resolutions to the Classification Challenge.

The screenshot shows a web form titled "Department Director's Response to HR Department Director's Response". At the top, there is a dropdown menu labeled "Response:" with the selected option "Department Director Response to HR Department Director Response". Below this, there are several input fields: "Department Director:" (empty), "Classification Challenge File Date:" (Feb 11, 2026), "Department:" (Parks & Recreation), "Employee Name:" (empty), and "Employee ID:" (empty). A section titled "After reviewing your recommendation(s) on the classification challenge of the subject employee, we propose the following resolution(s)(Please check the appropriate box(es)):" contains four radio button options: "Accept the recommendation from the Human Resources Department", "Keep the employee's duties the same", "Change the employee duties as follows:", and "Eliminate any additional duties not previously assigned to the employee alleged to be outside of the employee's job description and/or performance plan. The duties to be eliminated are as follows:". Below this is a section titled "Civil Service Review" with a dropdown arrow. At the bottom, there is a question "Can the Employee Request Review by CSC:" with "Yes" and "No" radio button options.

If the department selects: Change the employee duties as follows Eliminate any additional duties not previously assigned to the employee alleged to be outside of the employee's job description and/or performance plan. The duties to be eliminated are as follows The Department Director or their designee will need to complete the "Additional Details" section.

Commissioners Review

Once the Department Director's Response to HR Department Director Response has been submitted, the ELRP will send an email to the Civil Service Staff to review.

If the Civil Service Staff determines that the Department Director Response to the HR Department Director Response is inconsistent with the HR Director's determination, Civil Service Staff will select "yes" for the ELRP to send an email to the employee advising they may request a review by the Civil Service Commission.

The employee will need to select "EE Intake for Commission Review" and provide responses to additional questions. Once responses have been recorded, the Employee will select submit to have the ELRP notify the Civil Service Staff and department of their request for review with the Civil Service Commission.

If the Civil Service Staff selects "No" the Classification Challenge will be automatically closed.

The screenshot shows a dropdown menu with the text "Response: * EE Intake for Commissioners Review". Below the dropdown, there are two text input fields. The first field is labeled "I hear by request by the civil service Commission regarding my classification challenge, as the department director has failed to implement the recommendations(s) of the Human Resources department. The facts that support this position are as follows*" and has a "Maximum limit is 5000" character count. The second field is labeled "In order to resolve this concern, I request the following resolutions*" and also has a "Maximum limit is 5000" character count.

Commission Response

Once the Commission make their final decision, the Commission's order will be visible by selecting Commission Response from the drop-down menu. The Commission's response is final, and the Classification Challenge will automatically be closed.

The screenshot shows a dropdown menu with the text "Response: * Commissioner Response". Below the dropdown, there is a table with columns: File Name, File Type, Attachment Updated By, Updated Date, Description, and Delete. The table is currently empty, with "No data" displayed. Below the table, there is a section labeled "Email To" with a "Maximum limit is 250" character count. At the bottom of the form, there are buttons for "Submit", "Close Case", "PDF Print", and "Cancel".

Employee Concerns Review Program

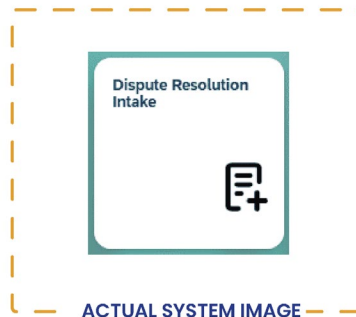
An employee may seek review of reasonable concerns, problems, and disputes of a factual nature that can be resolved within the department. These may include, but are not limited to, supervisor conflicts, Houston Employee Assessment and Review (HEAR) with an overall rating of meets expectations or above, and/or work assignment and other issues.

The following items are not eligible for an employee concern:

1. Matters expressly identified as Grievable pursuant to the City of Houston Code of Ordinances 14-50 and Article 15.01.01 (Grievable Issues) of the current labor agreement.
2. Discrimination and/or sexual harassment complaints
3. Retaliation for filing a discrimination or sexual harassment complaint
4. "Whistle Blower" complaints
5. Matters which are subject to appeals at the Civil Service Commission, including, but not limited to, appeals of indefinite suspensions, removals, and demotions.
6. Reviews of temporary suspensions
7. Performance Improvement Discussions (PID)
8. Salaries, raises, performance incentive plan (PIP)
9. Non-referral complaints by job applicants
10. Job classification challenges
11. Actions taken pursuant to AP 2-2
12. Alcohol and drug test results or procedures
13. Salary continuation
14. Layoffs or reduction in workforce issues
15. Denial of Family Medical Leave Act (FMLA) leave requests/complaints
16. Terminations during probation
17. Allegations of criminal misconduct/Office of Inspector General (OIG) investigations
18. Any issue cited or addressed in a prior ECRP filed by the same employee
19. City/Departmental policy.

Dispute Resolution Intake – Employee Concern

To begin the employee concern process, access the Dispute Resolution Intake tab from the ELRP landing page.



Next select **Employee Concern** from the Dispute Type dropdown menu.

Answer the question, "Have you had a discussion with the appropriate supervisor?"

Note: The Employee Concerns Reported for Details will automatically be viewable and editable.

A screenshot of the "Dispute Resolution Intake" form. The form has a header bar with the title "Dispute Resolution Intake" and a "Load Draft" button. Below the header, there is a dropdown menu for "Dispute Type:" with "Employee Concern" selected. Below that is a question "Have you had a discussion with the appropriate supervisor:?" with radio buttons for "Yes" and "No".

Employee Concerns Reported for Details

Under the Employee section, the employee will notice that some information is pre-populated. The employee will need to manually enter the Personal Email, Personal Telephone Number, Work Address, Home Address, Work Schedule, Off Days, Employee Representative Name, Employee Representative Phone, Employee Representative Email, Represented By fields.

A screenshot of the "Employee Concerns Reported for Details" form. The form is divided into two main sections: "Employee" and "Supervisor". The "Employee" section contains fields for Employee Name, Employee ID, Reported by Employee ID, Reported by Employee Name, Gender, Race, Work Email, Personal Email, Personal Telephone Number, Work Address, Home Address, Date of Hire, Work Schedule, and Off Days. The "Supervisor" section contains fields for Job Classification, Department, Subgroup, Division, Supervisor, Supervisor's Division, Supervisor's Email, Supervisor's Job Classification, Employee Representative Name, Employee Representative Phone, Employee Representative Email, and Represented By. Several fields are highlighted with red boxes: Personal Email, Personal Telephone Number, Work Address, Home Address, Work Schedule, Off Days, Employee Representative Name, Employee Representative Phone, Employee Representative Email, and Represented By.

Entering Employee Concern Details

The screenshot shows the 'Employee Concern Details' form. It includes fields for 'Date of Action or No Action', 'Employee Concern Filed Date', and 'Employee Concern Filed Time'. There are two large text areas for 'Fully describe your concern or complaint' and 'Fully describe the resolution you request'. A checkbox for 'I certify that all information in the concern/complaint is true and correct...' is present. At the bottom, there is a radio button selection for 'Do you want to download a PDF version for this case?' and three buttons: 'Submit', 'Save Draft', and 'Cancel'. Numbered callouts 1 through 9 point to specific elements: 1. Date of Action or No Action field; 2. Employee Concern Filed Date field; 3. Employee Concern Filed Time field; 4. First large text area; 5. Speech-to-text icon; 6. Second large text area; 7. Consent checkbox; 8. PDF download radio buttons; 9. Submit button.

1. Date of Action or No Action – Employee must fill in the date of action or no action.
2. ECRP Form - The Employee Concern filed date will automatically populate to the date the employee submits the grievance through the ELRP.
3. Employee Concern Filed Time Field - The Employee Concern filed time will automatically populate to the time the employee submits the grievance through the ELRP.
4. Concern or Complaint Description - The employee will need to enter the description of the concern.
5. Speech-to-text - Users can also enter resolution details by using the speech-to-text icon to input the information through voice.
6. Resolution Request Description - The employee will need to enter their requested resolution to resolve the concern.
7. Consent Check Box - The employee must check the consent box below to submit their employee concern.
8. Download PDF - To download the intake form as a PDF, you will need to select "**Yes**". If you do not want to download the intake form, select "**No**". **Note:** You also have the option of downloading a PDF copy of the employee concern case documents at any time from the portal.
9. Footer Buttons – Submit, Save, Cancel
 - a. Submit – Initiates the ECRP process on behalf of the employee and the system will auto generate a case number.
 - b. Save Draft – Saves the information entered so you can return later to complete the intake.
 - c. Cancel – Exits the intake page without saving any information that has been entered.
10. Submit Case – Click submit. You will be prompted with a confirmation button. Select OK to continue.

Dispute Resolution Portal – Employee Concern Resolution Program

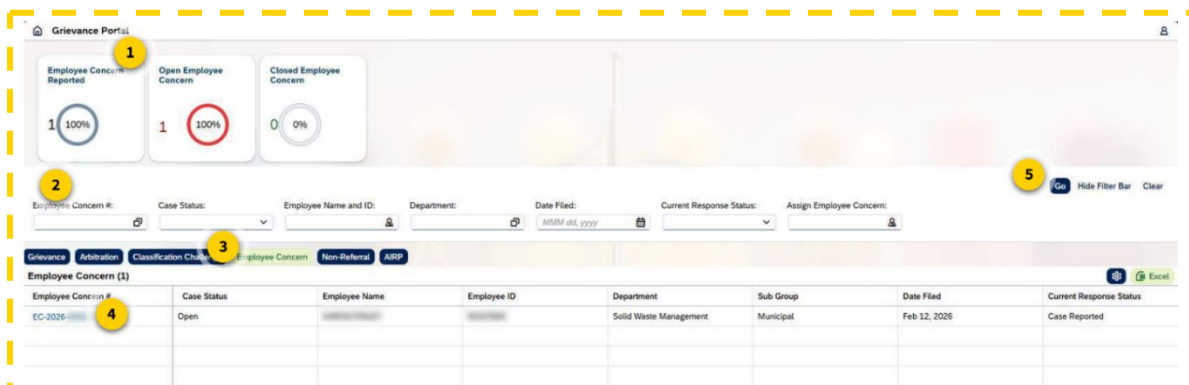
Once a new Employee Concern (ECRP) case filing has been entered into the ELRP, the Grievance Coordinator will begin the ECRP management process. This process includes, but is not limited to, the following:

1. Determining whether the issue filed is an eligible ECRP matter
2. Confirming that the ECRP was filed within the required timeframe
3. Scheduling ECRP Committee meeting date
4. Prepare witness request
5. Submitting ECRP documents and exhibits
6. Submitting ECRP Committee recommendation and/or proposed resolutions
7. Closing the ECRP once the process has been completed

Accessing the Dispute Resolution Portal

1. Log into the Employee Labor & Relations Portal by clicking on the tile within the HROne Connect Portal.
2. After logging in, what you see on your landing page will be based on your role. Click on the Dispute Resolution Portal to begin the Employee Concern Case Management.

Dispute Resolution Dashboard – Employee Concern Resolution



1. KPIs - This area of the dashboard will show the KPIs for each dispute resolution type. For Employee Concerns, the KPIs are total Employee Concerns, open Employee Concerns and closed Employee Concerns.
2. Dashboard Filters - Users can use the filter to narrow down and view specific information on the dashboard.
3. Dispute Resolution Types - Users can switch to other toggles dispute types as needed and the dashboard information is displayed accordingly. Your role

permission will determine which modules you will have access to in the ELRP. To access Employee Concerns, select the Employee Concerns tab.

4. Dispute Resolution Case Information - Based off the dispute resolution case type and your ELRP role, case information will be displayed here. In addition, the user will click on the case number hyperlink to access other details of the case and to perform case management tasks.
5. Go, Show/Hide Filter, and Clear – Click **Go** after you have entered data in any of the dashboard filters. Click **Show/ Hide Filter Bar** to hide or display the dashboard filters. Click **Clear** to remove data from the dashboard filter.

Summary Page

To begin the ECRP management process, the user would click on the Employee Concern case number.

The screenshot shows the 'Grievance Portal' interface. At the top, a header bar (1) displays case details: 'Classification Challenge Number: CG-2026', 'Department: Houston Public Library', 'Case Status: Open', 'Filed Date: Feb 11, 2026', 'Employee Name: [redacted]', 'Employee ID: [redacted]', and 'Current Response Status: Case Reported'. Below this is a tabbed interface (2) with 'Summary' selected. The 'Summary' tab (3) contains a table with columns: 'Section Updated', 'Updated On', 'Updated By', 'Updated Details', and 'Notes'. The table has one row: 'Classification Challenge', 'Feb 11, 2026', '[redacted]', 'Created', and an empty 'Notes' field. An 'Excel' button is to the right. At the bottom right, there is a 'Cancel' button (4) with a red circle icon.

1. This area displays current case info such as name, department, status, current step, etc.
2. Summary Tab - In the **summary tab** users can see the entire summary of the different actions performed in the portal related to **Employee Concerns** with detail such as updated by, date, notes, etc.
3. Email Summary - In the **Email summary tab** users will see all the emails which have been sent from the ELRP. User can click on the email sent to see the actual verbiage sent in the email.
4. Cancel Button - Clicking this button will redirect the user back to the Grievance Portal page.

Employee Concern Details Tab

Summary Employee Concerns Details Response Tasks Notes Attachments

Dispute Type: Employee Concern

Have you had a discussion with the appropriate supervisor? ☐ Yes ☒ No

Please indicate the reasons below:

Test

Employee Concerns Reported For Details

Employee

1

Employee Name: Employee ID: Reported by Employee ID: Reported by Employee Name: Gender: Race: Work Email: Personal Email: Home Address: Date of Hire: Work Schedule: Off Days: Job Classification: Department: Subgroup: Division: Supervisor: Supervisor's Division: Supervisor's Email: Supervisor's Job Classification: Employee Representative Name: Employee Representative Phone: Employee Representative Email: Represented By:

Employee Concerns Details

2

Date of Action or No action: Feb 09, 2026 Employee Concern Number: EC-2026-00001

Employee Concern Filed Date: Feb 12, 2026

Employee Concern Filed Time: 09:44 AM

Fully describe your concern or complaint indicating against whom it is filed, providing all details, witnesses, etc.:

3

Test

Fully describe the resolution you request to your concern or complaint.:

Test

I certify that all information in the concern/complaint is true and correct and is not based on discrimination due to race, color, religion, sex, national origin, age, veteran status, disability, sexual harassment, or retaliation for filing a charge or claim of discrimination.

Employee Concern Case Status

ECRP Case Status:

1. The Employee Concerns Reported for details tab is a replica of the intake form submitted by the employee.
2. The Employee Concerns Details section is a replica of the intake submitted.
3. The Employee Concerns Case Status Section - The Grievance Coordinator will have 5 calendar days after the employee submits their employee concern to accept or reject the concern. If the concern is eligible for the ECRP process, then the Department's ECRP Coordinator will accept the concern and proceed with scheduling the Committee meeting date. If the concern is not eligible for the ECRP process, then select reject and then enter the rejection reason in the details section of the form. This section is visible to the employee.
4. Footer Buttons (not shown above) - **PDF Print:** User can click PDF print if they want to print the grievance details. **Cancel Case:** Clicking this button will redirect the user back to the ECRP Grievance Portal page.

Employee Concern Response Tab

From the Response Tab, the employee will be able to track the status of the concern, which includes meeting date, location, time, response from the Committee and more.

The screenshot shows a web application interface for the 'Employee Concern Response Tab'. At the top, there are tabs: 'Summary', 'Employee Concerns Details', 'Response' (which is active), 'Tasks', 'Notes', and 'Attachments'. Below the tabs is a blue banner with the text 'Use dropdown box to review ECRP Committee/Director Response'. Under this banner, there is a 'Response:' dropdown menu currently set to 'Committee Response'. Below the dropdown is a form with several fields: 'ECRP Committee Meeting Start Date:' with a date input field and a calendar icon; 'ECRP Committee Meeting End Date:' with a date input field and a calendar icon; 'ECRP Committee Meeting End Time:' with a time input field and a clock icon; 'ECRP Committee Meeting Location:' with a text input field and a note 'Maximum Characters limit is 1000'; 'ECRP Committee Response Due Date:' with a date input field; and 'ECRP Committee Recommendation:' with a dropdown menu. To the right of the form is an 'Add Attachment' button. Below the form is a table with columns: 'File Name', 'File Type', 'Attachment Updated By', 'Updated Date', 'Description', and 'Delete'. The table currently shows 'No data'. At the bottom of the table is an 'Email To' dropdown menu. At the bottom right of the interface are buttons for 'Add', 'Delete', 'PDF Print', and 'Cancel'.

ECRP Committee Start Date Field

Once the Grievance Coordinator has scheduled the ECRP Committee date, the Grievance Coordinator will enter the meeting date in the ECRP Committee Start Date field as MM/DD/YYYY format or by clicking on the calendar icon and selecting the date which will be visible to the employee.

This close-up shows four input fields for the ECRP Committee Meeting. The first field is 'ECRP Committee Meeting Start Date:' with a date input field showing 'MMM dd, yyyy' and a calendar icon. The second field is 'ECRP Committee Meeting Start Time:' with a time input field showing 'hh:mm a' and a clock icon. The third field is 'ECRP Committee Meeting End Date:' with a date input field showing 'MMM dd, yyyy' and a calendar icon. The fourth field is 'ECRP Committee Meeting End Time:' with a time input field showing 'hh:mm a' and a clock icon.

ECRP Committee Meeting Location Field

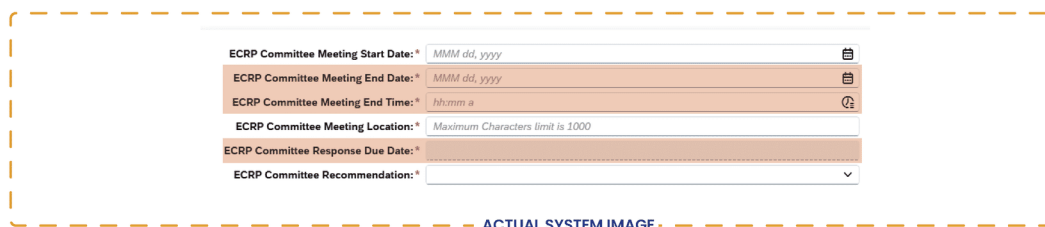
The Grievance Coordinator will also enter the meeting location in the ECRP Committee Meeting Location field which will be visible to the employee.

Email notifications will be sent by the ELRP once the information has been submitted in both fields. The grievance coordinator is required to comply with service of notice on the employee.

This close-up shows the 'ECRP Committee Meeting Location:' field, which is a text input field with a note 'Maximum Characters limit is 1000'.

ECRP Committee End Date Field

Once the ECRP Meeting has concluded, the Grievance Coordinator will enter the meeting end date in the ECRP Committee End Date field as MM/DD/YYYY format or by clicking on the calendar icon and selecting the date. (Note: the ECRP Committee Response Due Date, will auto populate which is calculated as five (5) calendar days from the ECRP Committee Meeting End Date.) The Grievance Coordinator will also enter then ECRP Committee End Time as HH:MM or click on the clock icon to select the time. (Note: Please ensure AM/PM is correct).

A screenshot of a web form for ECRP Committee details. The fields are: 'ECRP Committee Meeting Start Date' with a date input and calendar icon; 'ECRP Committee Meeting End Date' with a date input and calendar icon; 'ECRP Committee Meeting End Time' with a time input and clock icon; 'ECRP Committee Meeting Location' with a text input and a note 'Maximum Characters limit is 1000'; 'ECRP Committee Response Due Date' with a date input; and 'ECRP Committee Recommendation' with a dropdown menu. The entire form is enclosed in a dashed orange border.

ECRP Committee Meeting Start Date: * MMM dd, yyyy 

ECRP Committee Meeting End Date: * MMM dd, yyyy 

ECRP Committee Meeting End Time: * hh:mm a 

ECRP Committee Meeting Location: * Maximum Characters limit is 1000

ECRP Committee Response Due Date: *

ECRP Committee Recommendation: *

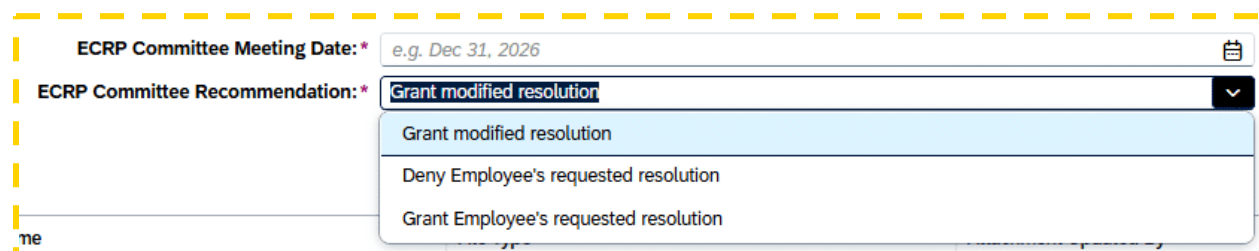
- ACTUAL SYSTEM IMAGE -

ECRP Committee Recommendation

Once the grievance Coordinator has received the recommendation from ECRP Committee Chair, the Grievance Coordinator will record the recommendation which will be visible to the employee.

The Grievance Coordinator can select any one of the following options:

- Grant Modified Resolution
- Deny Employee's Requested Resolution
- Grant Employee's Requested Resolution

A screenshot of the 'ECRP Committee Recommendation' dropdown menu. The menu is open, showing three options: 'Grant modified resolution', 'Deny Employee's requested resolution', and 'Grant Employee's requested resolution'. The first option is highlighted. The form is enclosed in a dashed yellow border.

ECRP Committee Meeting Date: * e.g. Dec 31, 2026 

ECRP Committee Recommendation: * Grant modified resolution 

Grant modified resolution

Deny Employee's requested resolution

Grant Employee's requested resolution

Note: Adding an attachment is mandatory.

Attachments - Any documents created or received at the ECRP Committee level from the parties which will be visible to the employee.

Director's Review of Committee Recommendations

Once the ECRP Committee's response has been received, the ELRP will notify the department director by email to review the response and make an election to accept, reject, or modify, which will be visible to the employee.

ECRP Committee Meeting Date: * Feb 13, 2026

ECRP Committee Recommendation: * Grant modified resolution

Directors Review of Committee Recommendation: * Modify

Additional details *

Maximum limit is 5000

Employee Response to Committee's Recommendation

Once the Department Director has reviewed and selected their response to the ECRP Committee's recommendation, the employee will be notified from the ELRP of the response. The employee will then need to record their response to the decision by using the options in the 'Employee's Response to ECRP Committee's Resolution 'dropdown. The following options will be displayed:

- Accept
- Reject with no Additional Action
- Reject and request director's review

If the user selects Accept or Reject With No Additional Action and clicks 'Submit' then the case is closed automatically.

Employee's Response to ECRP Committee's resolution: *

- Accept
- Reject with no Additional Action
- Reject and request directors review

Reject and Request Review Option

If user selects the option as '**Reject and request review**' then the user will see the following text box options displayed.

- Fully Describe the reasons for rejection of ECPR Committee Response
- Fully Describe the resolution you request to your concern or complaint

Employee's Response to ECRP Committee's resolution: * Reject and request directors review

Fully Describe the reasons for rejection of ECRP Committee Response *

Maximum limit is 5000

Fully Describe the resolution you request to your concern or complaint *

Maximum limit is 5000

Department Director Response

Once the department director makes their final decision on the employee concern, the decision will be recorded under the 'Department director Response' drop-down menu option and visible to the employee. The Department Director has the following options:

- Accept the ECPR committee's recommended Resolution (s)
- Grant Employee's recommended Resolution (s)
- Order an alternate final resolution of

If the Department Director's decision is to "Accept the ECPR committee's recommended Resolution (s)" or "Grant Employee's recommended Resolution (s)," the case will be closed automatically.

If the Department Director's decision is to 'Order an alternate final resolution of' option, then addition details text box will display. Then the case will close automatically.

Department Director Response: *

Order an alternate final resolution of

Department Director Name:

Department Director Response Date: Feb 12, 2026

Additional details *

Maximum limit is 250

Non-Referral

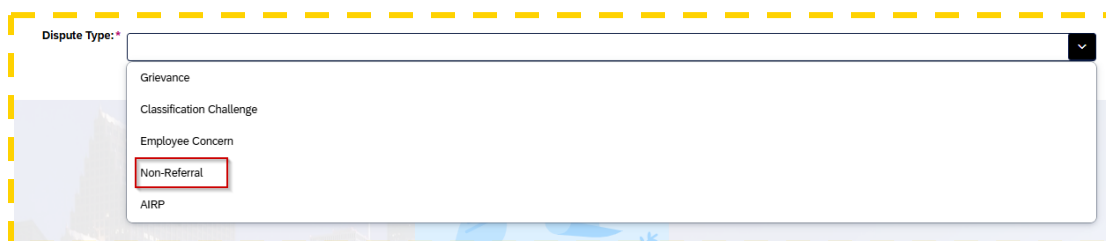
The Non-Referral Process is the process used to address complaints regarding nonreferral of applicants to posted vacant positions.

Dispute Resolution Intake – Non-Referral

To begin the non-referral process, access the Dispute Resolution Intake tab from the ELRP landing page.



Next select Dispute Type as **Non-Referral**. (Note: The Non-Referral Reported for Details will automatically be viewable and editable.)



Non-Referral Reported for Details

Under the Employee section, the employee will notice that some information is pre-populated. The employee will need to manually enter the Personal Email, Personal Telephone Number, Work Address, Home Address, HR Department Recruiter/Department Liaison, and HR Operations Staffing Supervisor fields.

Note: Screenshot is on the next page.

Entering Non-referral Details

The employee will enter the date known or should have known the application was not referred using MM/DD/YYYY format or clicking on the calendar icon and selecting the date from the Non-Referral received from the employee. The filed date will auto-populate as the date of receipt of the for the Non-Referral complaint in the ELRP.

The employee will also enter the Posting number and the Job Positioning Classification the for the Non-Referral complaint. If there is any additional information that needs to be submitted, the employee will enter in the field for Additional Information by typing or using speech to text.

1. The user must fill-in **Date Knew or Should have Known Application was not Referred** and **Non-Referral File Date**.
2. Job Posting & Classification - Job Posting Number and Classification are mandatory fields.
3. Download PDF - To download the intake form as a PDF, user can select 'Yes' and click **Submit**.

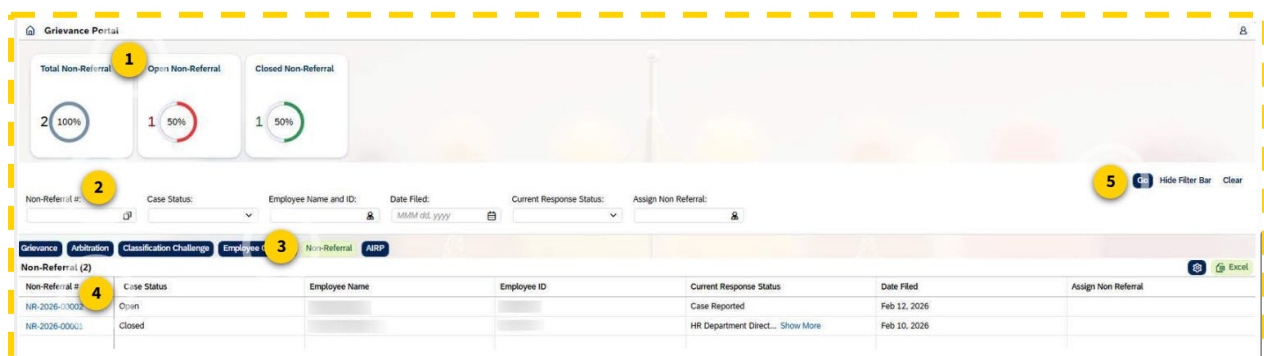
4. Footer Buttons – Submit, Save, or Cancel
 - a. Submit – Selecting Submit will initiate the classification challenge and the system will auto generate the classification challenge case number.
 - b. Save Draft – Selecting Save Draft will save the information entered so you can return later to complete the intake.
 - c. Cancel – Selecting Cancel will exit the intake page without saving any information that has been entered.
5. Submit Case – Click submit. You will be prompted with a confirmation button. Select OK to continue. **Note:** It is recommended to write down the case number for future reference.

Dispute Resolution Portal – Non-Referral

Accessing the Dispute Resolution Portal

1. Log into the Employee Labor & Relations Portal by clicking on the tile within the HROne Connect Portal.
2. After logging in, what you see on your landing page will be based on your role. Click on the Dispute Resolution Portal to begin the Non-Referral Case Management.

Dispute Resolution Dashboard – Non-Referral



1. KPIs - This area of the dashboard will show the KPIs for each dispute resolution type. For Non-Referral, the KPIs are total Non-Referral, open Non-Referral and closed Non-Referral.
2. Dashboard Filters - Users can use the filter to narrow down and view specific information on the dashboard.
3. Dispute Resolution Types - Users can switch to other toggles dispute types as needed and the dashboard information is displayed accordingly. Your role permission will determine which modules you will have access to in the ELRP. To access Non-Referral, select the Non-Referral tab.
4. Dispute Resolution Case Information - Based off the dispute resolution case type and your ELRP role, case information will be displayed here. In addition, the user

will click on the case number hyperlink to access other details of the case and to perform case management tasks.

5. Go, Show/Hide Filter, and Clear – Click **Go** after you have entered data in any of the dashboard filters. Click **Show/ Hide Filter Bar** to hide or display the dashboard filters. Click **Clear** to remove data from the dashboard filter.

Summary Page

The screenshot shows the 'Grievance Portal' interface. At the top, a header bar (callout 1) displays case information: 'Non Referral # : NR-2026-00009', 'Department : Houston Health Department', 'Case Status : Open', 'Filed Date : Mar 23, 2026', 'Employee Name :', 'Employee ID :', and 'Current Response Status : Case Reported'. Below this is a tabbed interface with 'Summary', 'Non-Referral Details', 'Response', 'Tasks', 'Notes', and 'Attachments'. The 'Summary' tab is active (callout 2). Within the 'Summary' tab, there is an 'Email Summary' section (callout 3) with a table showing 'Section Updated' as 'Non-Referral', 'Updated On' as 'Mar 23, 2026', 'Updated By' as 'Created', and 'Updated Details' as 'Created'. A 'Notes' column is also present. At the bottom right, there is a 'Cancel' button (callout 4) and an 'Excel' icon.

1. This area displays current case info such as name, department, status, current step, etc.
2. Summary Tab - In the **summary tab** users can see the entire summary of the different actions performed in the portal related to **non-referral** with detail such as updated by, date, notes, etc.
3. Email Summary - In the **Email summary tab** users will see all the emails which have been sent from the ELRP. User can click on the email sent to see the actual verbiage sent in the email.
4. Cancel Button - Clicking this button will redirect the user back to the Grievance Portal page.

Non-Referral Details Tab

The screenshot shows a web application interface for the 'Non-Referral Details Tab'. The interface has a top navigation bar with tabs: Summary, Non-Referral Details (selected), Response, Tasks, Notes, and Attachments. Below the navigation bar, there is a 'Dispute Type' dropdown menu set to 'Non-Referral'. The main content area is divided into two sections. The first section, labeled '1' in a red circle, is titled 'Non-Referral Reported For Details' and contains a form with fields for Employee Name, Employee ID, Reported by Employee Name, Gender, Race, Work Email, Personal Email, Personal Telephone Number, Work Address, Home Address, and Date of Hire. The second section, labeled '2' in a red circle, is titled 'Non-Referral Details' and contains fields for Date Known or Should Have Known Application was not Referred, Non-Referral File Date, Non-Referral File Time, Non-Referral Number, Job Posting Number, and Job Posting Classification. The form is enclosed in a dashed red border.

1. Grievant Section - The Non-Referral details tab is a replica of the intake form submitted by the employee. Your department's grievance coordinator will have access to edit the following fields which will be visible to the employee.
 - a. Personal Telephone Number
 - b. Work Address
 - c. HR Department Recruiter/Dept Liaison
 - d. HR Operations Staffing Supervisor
2. Details Section - The Non-Referral Details Section is also a replica of the intake form. The Department's Grievance Coordinator will update the HR Department Recruiter/Dept Liaison and/or the HR Operation Staffing Supervisor if has not been submitted or needs revisions. This will also be visible to employee.

Non-Referral Response

The Non-Referral process consists of a review of the applicant's application to determine whether they meet at least the minimum qualification to have their application referred to the hiring manager. The ELRP will send an email to the reviewers in the process to determine whether the application should be referred.

The reviewers in the process are HR Recruiter Department Liaison, the HR Operations Staffing Supervisor, the HR Operations Division Manager, HR Operations Senior Division Manager and the HR Director. At each review step, the reviewer has three (3) business days to enter their decision.

After each reviewer submits a decision on the Non-Referral complaint, the employee and all prior reviewers will receive an automated notification from the Employee & Labor Relations Portal (ELRP) indicating that the decision has been updated.

If a reviewer selects “Agree,” the HR Recruiter will be instructed to refer the application to the hiring manager for further consideration. If a reviewer selects “Disagree,” the Non-Referral complaint will advance to the next approver in the review process. The HR Director serves as the final approver, and their decision is final.

Response: *

- HR Department Director Response
- HR Recruiter or Department Liaison Response
- Department Staffing Manager/Supervisor Response
- HR Operations Staffing Division Manager Response
- HR Operations Senior Division Manager Response
- HR Department Director Response

Note: Don't forget to click **Submit** after each step to continue.

Department Staffing Manager/Supervisor Response

In the 'Department Staffing Manager/Supervisor Response' option, if the user selects 'Agree' or 'Disagree', option then a mandatory text box appears where they must provide additional details for their response.

If Disagree is selected, the case will auto close and the HR Recruiter Department Liaison shall refer the application to the hiring manager.

Summary **Non-Referral Details** **Response** **Tasks** **Notes** **Attachments**

Response: * Department Staffing Manager/Supervisor Response

Department Staffing Manager/Supervisor Response: ☒ Agree ☐ Disagree

Additional details *
Maximum limit is 5000

HR Operations Staffing Division Manager Response

In the 'HR Operations Staffing Division Manager Response' option, if the user selects 'Agree' or 'Disagree', then a mandatory text box appears where they must provide additional details for their response.

If Disagree is selected, the cause will auto close and the HR Recruiter Department Liaison shall refer the application to the hiring manager.

The screenshot shows a web form with a top navigation bar containing 'Summary', 'Non-Referral Details', 'Response', 'Tasks', 'Notes', and 'Attachments'. The 'Response' tab is active. Below the navigation bar, there is a dropdown menu labeled 'Response:' with the selected option 'HR Operations Staffing Division Manager Response'. Underneath, there is a section for 'HR Operations Staffing Division Manager Response:' with two radio buttons: 'Agree' (which is selected) and 'Disagree'. Below the radio buttons is a text area labeled 'Additional details*' with a note 'Maximum limit is 5000'.

HR Operations Senior Division Manager Response

In the 'HR Operations Senior Division Manager Response' option, if the user selects 'Agree' or 'Disagree', then a mandatory text box appears where they must provide additional details for their response.

If Disagree is selected, the cause will auto close and the HR Recruiter Department Liaison shall refer the application to the hiring manager.

The screenshot shows a web form with a top navigation bar containing 'Summary', 'Non-Referral Details', 'Response', 'Tasks', 'Notes', and 'Attachments'. The 'Response' tab is active. Below the navigation bar, there is a dropdown menu labeled 'Response:' with the selected option 'HR Operations Senior Division Manager Response'. Underneath, there is a section for 'HR Operations Senior Division Manager Response:' with two radio buttons: 'Agree' (which is selected) and 'Disagree'. Below the radio buttons is a text area labeled 'Additional details*' with a note 'Maximum limit is 5000'.

HR Department Director Response

In the 'HR Department Director Response' option, if the user selects 'Agree' or 'Disagree', option then a mandatory text box appears where they must provide additional details for their response.

If Disagree is selected, the cause will auto close and the HR Recruiter Department Liaison shall refer the application to the hiring manager.

The screenshot shows a web form with a top navigation bar containing 'Summary', 'Non-Referral Details', 'Response', 'Tasks', 'Notes', and 'Attachments'. The 'Response' tab is active. Below the navigation bar, there is a dropdown menu labeled 'Response:' with the selected option 'HR Department Director Response'. Underneath, there is a section for 'HR Department Director Response:' with two radio buttons: 'Agree' (which is selected) and 'Disagree'. Below the radio buttons is a text area labeled 'Additional details*' with a note 'Maximum limit is 5000'.

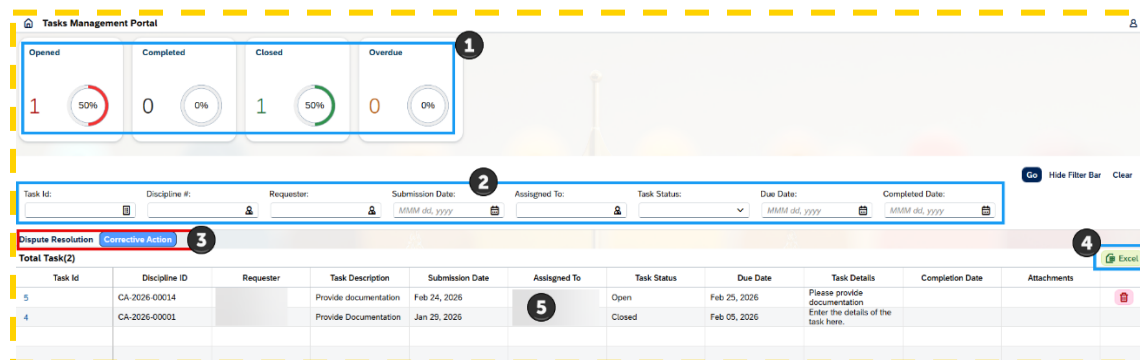
Task Portal

The **Task Portal** displays **all tasks** associated to cases within the Employee Labor & Relations Portal. To access the Task Portal, **click** the **Task Portal tile**. The Task Portal contains all the tasks for both the Dispute Resolution (Grievance) and the Corrective Action areas.

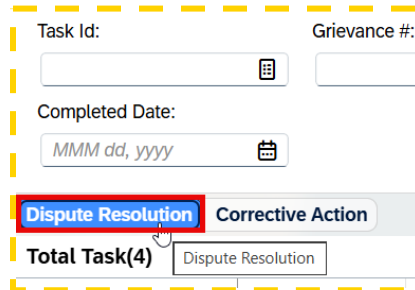


The **Task Management Portal** dashboard includes:

1. **KPI's:** KPIs for the Task Portal are the number of open, completed, closed, and overdue tasks.
2. **Filter Panel:** The filter panel allows the user to filter the table by Task Status, Discipline #, Requester, etc.
3. **Dispute Resolution and Corrective Action tabs:** These tabs allow the user to easily navigate between the tasks associated with Dispute Resolution and the tasks associated with Corrective Action.
4. **Export to Excel button:** The tasks in the table may be exported to Excel. *Please remember that updating tasks in the Excel file **will not** update the task in the portal.*
5. **Total Tasks table:** The Task Table contains all the tasks. If the tasks are related to corrective action cases, they show under the Corrective Action tab. Tasks associated with Dispute Resolution show under the Dispute Resolution tab.



To **navigate between** the **Dispute Resolution** and **Corrective Action** tabs, click the appropriate tab. For **Dispute Resolution**, select the **Dispute Resolution** tab.

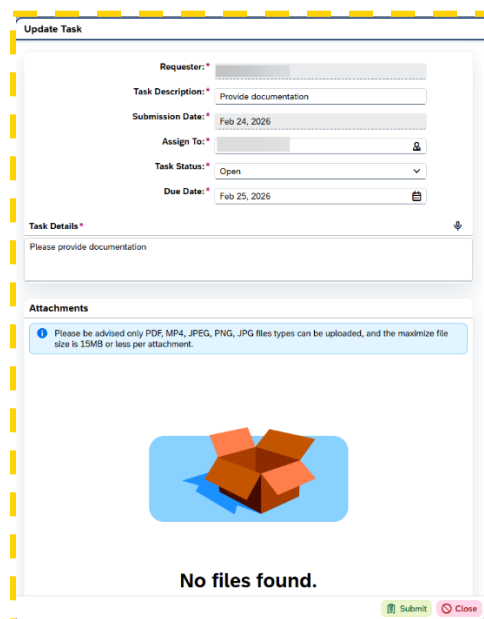


The screenshot shows a task management interface with a yellow dashed border. At the top, there are two input fields: 'Task Id:' and 'Grievance #:'. Below them is a 'Completed Date:' field with a calendar icon. A red box highlights the 'Dispute Resolution' tab, which is currently selected. To its right is the 'Corrective Action' tab. Below the tabs, it says 'Total Task(4)' and 'Dispute Resolution'.

To open a task for editing or completion, click the **Task ID**. The **Update Task** pop-up opens and allows you to:

- Change the task status
- Add additional task details
- Upload attachments

Once updates are made, click **Submit** to save the changes.



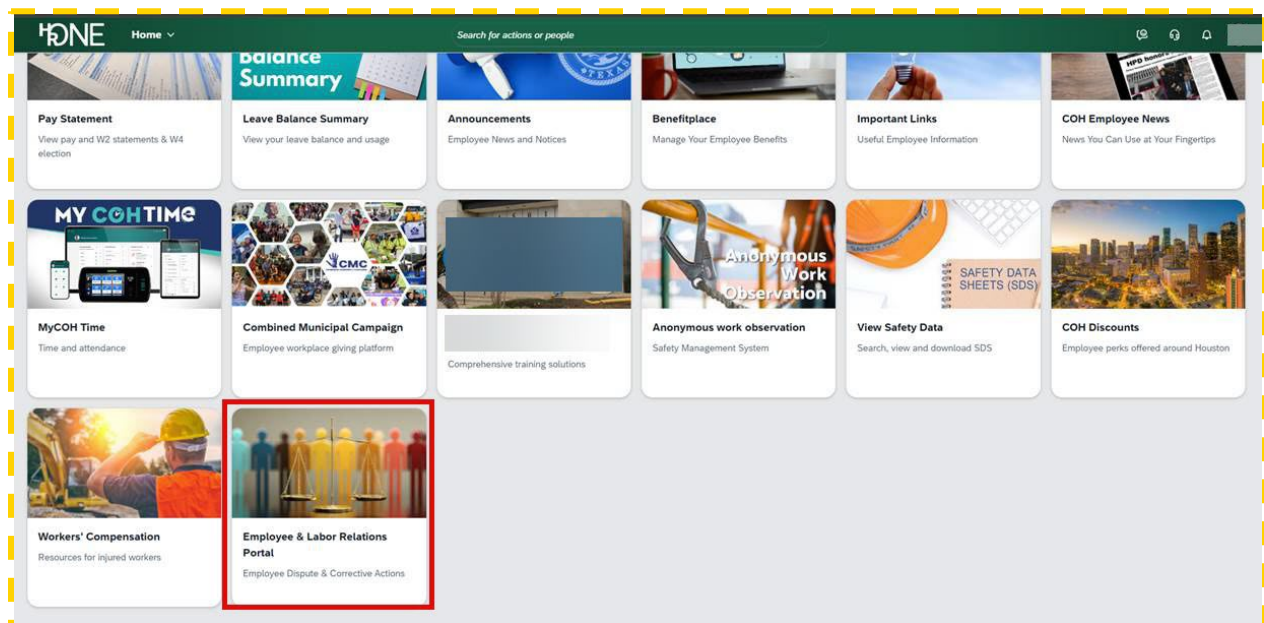
The screenshot shows the 'Update Task' pop-up form. It has a title bar 'Update Task'. The form contains several fields: 'Requester:' (text input), 'Task Description:' (text input with 'Provide documentation'), 'Submission Date:' (date input with 'Feb 24, 2026'), 'Assign To:' (user selection dropdown), 'Task Status:' (dropdown menu with 'Open'), and 'Due Date:' (date input with 'Feb 25, 2026'). Below these is a 'Task Details' section with a text area containing 'Please provide documentation'. Underneath is an 'Attachments' section with a blue box containing a warning icon and text: 'Please be advised only PDF, MP4, JPEG, PNG, JPG files types can be uploaded, and the maximize file size is 15MB or less per attachment.' Below this is a large blue box with an orange box icon and the text 'No files found.' At the bottom right, there are 'Submit' and 'Close' buttons.

Note: Once the task has been closed, it is no longer editable.

Wrap Up

You have now completed all steps for creating, managing, and updating Dispute Resolution cases within the Employee Labor & Relations Portal. This includes navigating the Dispute Resolution Portal, reviewing and updating the different dispute resolution case details, managing tasks and attachments, and using the Task Management Application to track assigned responsibilities.

All case actions and updates should be completed directly within the portal to ensure accurate documentation and reporting. If you need additional assistance or guidance, please refer to your department's internal procedures or contact Civil Service & EEO for support at civilserviceandeeo@houstontx.gov



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