

Performance Appraisal Appeal Process Civil Service Departments

The City of Dallas provides a performance appraisal appeal process to eligible employees who desire to appeal their overall performance rating. Performance appeal rights do not apply to Directors, Assistant Directors, or employees of non-civil service departments. However, employees of non-civil service departments may use the Performance Appraisal Review Form to request a review of their final evaluation. Before filing a formal appeal, all employees are encouraged to professionally discuss any disagreements regarding the performance evaluation with their manager.

Employees may appeal a job performance rating or merit rating up to two times, but no further than the Department Director. Suppose the person issuing the job performance rating is the Department Director. In that case, the employee may appeal to an Assistant City Manager/Chief or, if the department reports to a board or commission, to a designated board or commission member. Employees whose indirect supervisor is the Department Director may only appeal once.

Appeal responses by Directors and Assistant City Managers/Chiefs are non-appealable and final.

1. Eligible employees have ten (10) working days from receiving their performance evaluation to submit an appeal of their overall performance evaluation.
2. Employees need to complete the Performance Appraisal Appeal Form located on the Talent and Performance Management webpage.
3. Employees must send a copy of the completed appeal form along with a copy of their performance evaluation to the departmental HR Partner and to the person designated to hear the appeal.
4. Departments must conduct hearings within a reasonable time after receipt of the request. A written disposition (Performance Appeal Response) must be issued within ten (10) working days after the hearing.
5. Once an employee has received notification of the appeal response, they shall have ten (10) working days to appeal to the Department Director unless the first hearing was to the Department Director. In that case, the appeal response from the Director is final.
6. Employees should be prepared to discuss their performance and answer questions at each step of the appeal process. Failure to discuss the facts or answer questions regarding the appeal will constitute withdrawal of the appeal and cause the last decision rendered to be non-appealable.
7. The department will work with their assigned HR Partner to change the electronic evaluation due to appeal decisions. Departments will submit any required documentation to Human Resources to adjust merit pay as applicable.

Notes:

Employees placed on a Performance Improvement Plan due to performance issues should cooperate with that process regardless of any outstanding performance appeals. While performance evaluations are appealable, a performance improvement plan is not.

Departments will allow employees to reschedule hearings up to a maximum of three (3) times under reasonable circumstances.

Employees may have representation at each step of the appeal process per the City of Dallas Personnel Rules Section 34-38.