

Performance Appraisal Appeal Process

ACES FINAL RATING NOTIFICATION & PERFORMANCE APPRAISAL APPEAL PROCESS

Once the Human Resources Division (HRD) has approved a Secretariat's rating distribution, agencies should notify managers of their final ACES ratings. Managers need to prepare the *Manager Notification Memorandum* that includes the final performance rating (see sample memorandum on [page 2](#)). This notification should also include information pertaining to the ACES rating appeal process.

If a manager receives a Performance Rating of "Below Expectations" on their 2012 ACES Form, he/she has the right to appeal this final rating. The manager seeking to appeal the rating, needs to submit the *Performance Appraisal Appeal Form* (see [page 3](#)) to HRD. The appeal must be submitted in writing, to the Chief Human Resources Officer, within five workdays after receiving the *Manager Notification Memorandum*. A copy of the appeal should also be submitted to the Director of Human Resources, in the appellant's agency. All appeals will be adjudicated by HRD.

All other appeals related to the performance appraisal process, including the appeal of a performance rating other than "Below Expectations" are handled directly by the agency for which the manager works. The agency appeal process is established by the agency, and the agency head makes the final decisions on these appeals.

Questions concerning appeals should be directed to George Bibilos, Director, Organizational Development at (617) 878-9727.

Manager Notification Memorandum

***SAMPLE (Use Agency Letterhead) ***

COMMONWEALTH OF MASSACHUSETTS
MANAGER NOTIFICATION MEMORANDUM

TO: *(Name of Manager)*

FROM: *(Agency Head or Designee)*

DATE: *(After October 1, 2012 and after the completion of audit by HRD)*

SUBJECT: Notification of 2012 Summary Performance Rating

The purpose of this memorandum is to notify you of your Summary Performance Rating for the 2012 performance review year. Please note your rating below:

| 2012 ACES Rating* | Effective Date |
|-------------------|----------------|
| | |

* ACES rating categories are Exceptional, Highly Effective, Successful Performer, Satisfactory, and Below Expectations

In accordance with Massachusetts General Law, Chapter 30, Section 46C (3), you are permitted certain appeal rights to your summary performance rating. If you have received an overall rating of Below Expectations, you have the right to appeal the rating to the Human Resources Division and are entitled to a hearing. Your appeal to the Human Resources Division must be in writing, using the *Performance Appraisal Appeal Form*. Please be sure to also send a copy of the appeal to your agency's Director of Human Resources.

CC: *(Director of HR for Agency)*, Personnel File

Performance Appraisal Appeal Form

COMMONWEALTH OF MASSACHUSETTS HUMAN RESOURCES DIVISION PERFORMANCE APPRAISAL APPEAL FORM

Note: This form is to be used only in the event of a manager appealing a rating of Below Expectations.

Please complete the following information and submit it to the Human Resources Division at address listed below. Include a complete copy of your 2012 ACES review with this form.

I, _____, as a manager in _____,
(Print Name) (Agency)
hereby appeal my final ACES rating for 2012 as specified below.

Final rating that I received for 2012: _____
(Indicate the final ACES rating that you received.)

Final rating that I feel I should have received: _____
(Indicate the rating you feel you deserved.)

Justification for my appeal:

(Please give reasons to support your appeal. Refer to specific Manager Objectives, and provide the rationale for disagreeing with the ratings that you received. Also rebut any comments made by your supervisor that you feel are not accurate. Be specific and factual. Attach additional sheets as necessary.)

Signature: _____ **Date:** _____

Please attach to this form a copy of your 2012 ACES form and mail your appeal to the address shown below. Send a copy of the appeal to your agency's Director of Human Resources.

Organizational Development Group, ACES Appeals
Massachusetts Human Resources Division
1 Ashburton Place, Room 301
Boston, MA 02108