

FLORENCE POLICE DEPARTMENT GENERAL ORDER

Subject: GRIEVANCE PROCEDURES	Procedure: General Order 12.1.1 CALEA 25.1.1	Total Pages: 3
Authorizing Signature: Original with Authorizing Signature on File	Effective: 02/21/2006	
	<input checked="" type="checkbox"/> New <input type="checkbox"/> Amended <input type="checkbox"/> Rescinds	

I. POLICY

It is the policy of this Department to follow the Grievance Procedures as defined within the City of Florence Manual for Supervisors and Employees.

II. PURPOSE

This written order establishes that all employees are entitled to a viable and fair procedure for the resolution of matters of disagreement. This directive provides guidelines for those employees that choose to utilize this procedure.

III. SCOPE

This directive is applicable to all Departmental personnel.

IV. RESPONSIBILITY

It shall be the responsibility of all employees to comply with this directive.

V. GRIEVANCE PROCEDURES

The grievance procedures permit an employee access to those individuals who make management decisions and also provide a standard process for the investigation and resolution of employee complaints. All City Employees may discuss matters relating to their employment with their immediate supervisors. Supervisory personnel will make reasonable efforts to achieve satisfactory resolutions of problems. Furthermore, employment actions involving suspension without pay, demotion, or dismissal will not be addressed through the grievance procedures.

A. GENERAL PROVISIONS:

1. No employee will be penalized for filing a grievance unless the employee knowingly makes false statements in the grievance.
2. If an employee has a complaint, the employee should first discuss the complaint with the employee's immediate supervisor to try to resolve the problem informally.
3. At each step of the grievance process, the Chief of Police shall submit copies of all documents used in the process to the employee and the Personnel Director.

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B. PROCEDURES:

1. STEP ONE:

- a. Within five (5) working days after the employee knows, or should have known, of the act or omission giving rise to the employee's alleged grievance, the employee shall present the grievance in writing and discuss it with the employee's immediate supervisor.
- b. The grievance shall state the nature of the complaint, the names of all persons involved in the incident, and all persons who have knowledge of the circumstances of the incident and shall be signed by the employee.
- c. The supervisor shall investigate the incident and provide the employee with a written response to the grievance within ten (10) working days of receiving the grievance.

2. STEP TWO:

- a. Within ten (10) working days from receipt of the supervisor's response, the employee may appeal the response to the Chief of Police.
- b. The Chief of Police shall investigate the incident and furnish the employee with a written response to the grievance within ten (10) working days of receiving such appeal.

3. SPECIAL PROVISIONS: If an employee's immediate supervisor is the Chief of Police, or if an employee's grievance involves more than one City department, then the employee should skip Step One and initiate the grievance at Step Two.

4. TIME LIMITS: The time limits established in these grievance procedures may be extended only by written consent of the parties involved. Failure of the grieving party to adhere to the time limits herein shall render the grievance null and void. Failure of the City to adhere to the time limits established herein shall entitle the employee to move the grievance to the next appropriate Step. The response at Step Two is final and ends the grievance process.

5. EMPLOYEE REPRESENTATION: Employees may be represented by legal counsel or by any other person chosen by the employee during the grievance process. The cost of the representation shall be the responsibility of the employee filing the action.

C. COORDINATION AND MAINTENANCE OF GRIEVANCE RECORDS

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The Office of the Chief of Police coordinates the grievance procedures and maintains a copy of the grievance records in a secure file. A second copy is also sent to the Personnel Director to be maintained in the Personnel Office.

D. ANNUAL ANALYSIS OF GRIEVANCE RECORDS

The grievance procedure is a valuable method for department administrators to discover agency problems. Therefore, the Office of the Chief of Police will ensure that a documented annual analysis is conducted of the filed grievances so that steps may be taken to minimize the causes of such grievances in the future.