



Clayton County Police Department PROCEDURES

Subject GRIEVANCES		Procedure # C3	
Authorizing Signature 	Effective 03-02-2026	<input type="checkbox"/> New <input checked="" type="checkbox"/> Amended <input type="checkbox"/> Rescinds	Total Pages 4

I. PURPOSE

The purpose of this policy is to establish departmental grievance procedures that supplement the existing County grievance procedures contained in *Clayton County Civil Service Rules & Regulations, Rule 11*, which can be accessed via the Buzz Clayton County Employee Portal, or by clicking on the following link: <https://buzz.claytoncountyga.gov>.

II. POLICY

In addition to the employment rights found within the *Clayton County Civil Service Rules & Regulations*, it is the policy of the Clayton County Police Department (CCPD) to provide employees with grievance procedures, giving them the opportunity to resolve issues of concern.

III. PROCEDURE

A. Applicability & Considerations

1. All County employees covered by the Civil Service System have the right to file a grievance through the Clayton County Government, pursuant to the *Clayton County Civil Service Rules & Regulations* which can be viewed and/or downloaded from the Buzz Clayton County Employee Portal Homepage (Useful Links/ Civil Service Rules and Regulations), or by clicking on the link shown below.

<https://buzz.claytoncountyga.gov/human-resources/civil-service-rules-and-regulations/>

Filing a grievance with the County does not indicate that a grievance was properly filed with the Department through the procedures outlined herein.

2. Grievable Circumstances [CALEA 22.4.1(a)]
 - a. An employee may file a departmental grievance for any employment issue, including incidents involving adverse disciplinary action. Incidents involving non-adverse disciplinary action are non-grievable.

- 1) Adverse Discipline: It is an action taken against an employee that is appealable to the Clayton County Civil Service Board, unless the employee is probationary. Pursuant to Civil Service Rule 11.301, probationary employees cannot appeal adverse actions to the Civil Service Board.

Adverse discipline can subject an employee to loss of pay, reclassification, demotion, disqualification from participating in the promotional process, and/or termination.

- 2) Non-adverse Discipline: It is disciplinary action or a corrective measure taken against an employee that is **not** appealable to the Clayton County Civil Service Board.

It does **not** subject the employee to loss of pay, reclassification, demotion, disqualification from participating in the promotional process, or termination.

- b. Only a permanent employee may file a grievance. A permanent employee is a full-time employee who is no longer on probation after hire.

3. These departmental procedures are provided in addition to the County grievance procedures afforded to County employees by the *Clayton County Civil Service Rules & Regulations, Rule 11*. It is encouraged that employees attempt to resolve grievances through the Department before pursuing a grievance through the Civil Service Grievance process.

B. Employee Representation [CALEA 22.4.1(f)]

During or throughout the departmental grievance process, employees do not have the right to counsel or representation.

C. Grievances

Employees must first present their grievance to their immediate supervisor, who shall make a careful inquiry into the facts and circumstances of the complaint. If the immediate supervisor is directly involved in the complaint, the employee shall present their grievance to another equal or higher-ranking supervisor within their chain of command. The supervisor receiving the employee's grievance shall attempt to resolve the issue(s) promptly and fairly.

When the issue needs to be brought to the attention of the chain of command beyond the immediate supervisor, the employee will adhere to the following procedures:

1. **Within ten (10) days of the alleged incident, the employee will prepare and submit a typed Memorandum to initiate the formal departmental grievance process.**

[CALEA 22.4.1(c)]

- a. The Memorandum must be on departmental letterhead and include:

- 1) A brief statement of the wrongful act or harm done;
- 2) The specific facts upon which the allegations are based; and
- 3) The remedy or resolution the employee is seeking.

[CALEA 22.4.1(d)]

- b. Upon completion of the Memorandum, **the filing employee is required to notify the Office Manager for the Chief of Police (or an authorized designee) to request and obtain a grievance tracking number for the grievance being filed.** The notification and request may be completed in person, phone, or by email.

The Office Manager for the Chief of Police will maintain a *Grievance Number Log* (refer to Appendix A of this procedure) for each calendar year. The log will include, at a minimum, the following information:

- 1) Date/time tracking number given to employee;
- 2) Grievance tracking number;

- 3) Name and employee number of the employee who filed the grievance;
 - 4) Name and employee number of the supervisor implicated in the grievance; and
 - 5) General type of grievance filed (e.g., improper disciplinary action taken, disparate treatment, etc.).
- c. **The employee will forward a copy of their completed grievance Memorandum, with the affixed grievance tracking number, to the Office Manager for the Chief of Police (or an authorized designee),** at which time the grievance copy will be filed sequentially for the current calendar year in the Chief's File Room.
 - d. **The original grievance Memorandum, with the affixed grievance tracking number, will be submitted by the employee to their immediate supervisor, unless the immediate supervisor is a person alleged to be directly involved in the grievance.** If the immediate supervisor is directly involved, the Memorandum will initially be submitted to an equal or higher-ranking supervisor within the employee's chain of command. [CALEA 22.4.1(b)]
2. Upon initial receipt, the receiving immediate supervisor will utilize the *Grievance Progress Log* (refer to Appendix B of this procedure) to document the steps taken throughout the concerned employee's chain of command.
 3. Upon receipt, the receiving immediate supervisor will have **three (3) workdays** to complete the following: (1) Review the grievance; (2) Meet with the employee; (3) Research the grievance; and (4) Attempt to resolve the issue.

In addition, the initial supervisor will document in detail their findings, including the grievance tracking number, actions taken or discussed, and whether the issue was resolved.
[CALEA 22.4.1(e)]

 - a. If the grievance was resolved by the immediate supervisor, the concerned employee and supervisor will indicate on the supervisor's Memorandum that the grievance was resolved and closed. The entire, original grievance file will be forwarded to the to the Office Manager for the Chief of Police (or an authorized designee) for filing in the Chief's File Room.
 - b. If the grievance was **not resolved**, the entire grievance file will be delivered immediately to the next ranking supervisor within the employee's chain of command. **Only the Chief of Police may close a grievance as 'not resolved.'**
 4. Upon receipt of an unresolved grievance file, the next ranking supervisor will complete, sign, and date their portion of the *Grievance Progress Log*. They will have **three (3) workdays** to complete the same aforementioned tasks and document in detail their findings, including the grievance tracking number, actions taken or discussed, and whether the issue was resolved.
 - a. If the grievance is resolved by the next ranking supervisor, the concerned employee and supervisor will indicate on the supervisor's Memorandum that the grievance was resolved and closed. The entire, original grievance file will be forwarded to the to the Office Manager for the Chief of Police (or an authorized designee) for filing in the Chief's File Room.
 - b. If the grievance was not resolved, the entire grievance file will be delivered immediately to the next ranking supervisor within the employee's chain of command.
 5. The aforementioned process will continue through each level of the concerned employee's chain of command, up to and including the Chief of Police, if no resolution was achieved by a supervisor.

Upon receipt, the Chief of Police will meet with the employee to determine whether or not a remedy or resolution can be reached. The Chief of Police will make the final determination and close the grievance file as either 'resolved' or 'not resolved,' indicating such on the *Grievance Progress Log*.

The Office Manager for the Chief of Police (or an authorized designee) will file the entire grievance file in the Chief's File Room, replacing the existing copy.

6. At the request of the concerned employee, they will be provided a copy of the complete grievance file.
7. If the grievance is not resolved to the satisfaction of the concerned employee, they may pursue the grievance procedures outlined by the *Clayton County Civil Service Rules & Regulations*, where applicable. The Department will provide the County with a copy of the completed departmental grievance file, if requested.

D. Annual Documentation

In January of each year, the Office Manager for the Chief of Police will file the previous calendar year's Grievance Number List and all related grievances in the Chief's File Room. The information contained in these files may be used for future statistical and analytical purposes, including, but not limited to, annual re-accreditation efforts and the identification of trends.

IV. CANCELLATION

This procedure amends and supersedes the following standard operating procedure: *C3: Grievances*, dated July 27, 2021.