

DOUGLAS COUNTY SHERIFF'S OFFICE		Policy and Procedure
Specific Personnel / Administrative Policies		P&P-D-117
Grievance Procedures		
Effective Date: 11-01-21 Supersedes: 08-06-13	Approval: Sheriff	Number of Pages: 3
References: PP-I-102	Reevaluation Date: Annually	Standards: COM 3.5.1, 3.5.2, 3.5.3, ACA 7E-01

I. PURPOSE: To establish policy concerning the appropriate handling of employee grievances in a quick and equitable manner.

II. DEFINITIONS

Grievance

A formal complaint on the part of a member, of an action or omission that violates Sheriff's Office Policy in such a way as to adversely affect the member.

III. POLICY <7E-01>

Any member of this Office has the right to file a grievance when they believe they have been subject to unfair or unlawful treatment by the Office or through Office procedures.

IV. PROCEDURE

A. Members with grievances will be encouraged to resolve the matter as close to its point of origin as possible. <COM 3.5.1a>

B. The grievance shall be done in writing following the standard memo format and addressed to the member's immediate supervisor. If the grievance concerns the immediate supervisor, the next supervisor in the chain will receive the grievance for resolution. <COM 3.5.1a>

C. A grievance must be submitted no later than five complete business days after the action, which is being grieved, occurred. <COM 3.5.1b>

D. The grievance must address the following issues to be a valid grievance; <COM 3.5.1c>

- The facts upon which the grievance is based to include the specific wrongful act and harm caused.
- The remedy or adjustment the member seeks to achieve.
- Any other information the grievant believes needs to be known and is relevant to the grievance.
- Dates, times, places and persons important to the investigation of the grievance.

E. Matters that are grievable include but are not limited to the following: <COM 3.5.1a>

- Employee evaluations.
- Unfair, unlawful or unethical treatment.
- Violations of Federal or State employment work standards.

- The improper application of Policy and Procedure, Standard Operating Procedure or rules.
- F. Matters that are not grievable include but are not limited to the following:
- Matters of discipline. Discipline matters have recourse through, [P&P I-102 Disciplinary/ Corrective Action, Section VIII, Appeal Procedures](#).
 - Actions taken by the Sheriff which are Office policy decisions and are not management/ administrative actions.
 - Non-selection for promotion or special assignment unless the basis for the grievance lists a specific unfair or unlawful practice in the selection or testing process.
- G. Upon receiving a grievance, the supervisory member will contact the Captain of the involved division, through their chain of command. The captain of the affected division will contact Professional Standards no later than the next business day following receipt of the grievance. <COM 3.5.1b> <COM 3.5.1d>
- H. A grievance received by a supervisory member must be answered no later than ten complete business days after receiving the grievance in order for the matter to be fully investigated. However, no grievance will be answered without prior approval of the proposed resolution from the involved Division Captain, and a member of the Executive Staff. <COM 3.5.1a> <COM 3.5.1d>
- I. If the grievance is not resolved, the next level of authority addressing the grievance will have five complete business days to answer the grievance. Five complete business days will be provided to each level in the chain of command the grievance reaches before an answer to the person filing the grievance is required. <COM 3.5.1d>
- J. A grievance will be resolved by either determining a solution that is acceptable to the employee filing the grievance, or the member can appeal the grievance through the chain of command. Any member filing a grievance can, at their discretion, withdraw the grievance at any time and for any reason. There is no appeal process for a grievance that has been exhausted through the chain of command and addressed by the Sheriff. The Sheriff will be the final authority on a grievance.
- K. A grievance should be handled at the lowest level possible in the members' chain of command. However, the Sheriff can appoint any member regardless of rank or position to investigate a grievance if deemed appropriate.
- L. A member filing a grievance does not have a right to representation by an attorney or any other person for any hearings or questioning that may be required during the investigation of a grievance. <COM 3.5.1e>
- M. The Professional Standards Captain is responsible for the coordination of the grievance procedures. A copy of the grievance will be provided to the Captain of Professional Standards to be filed in the active grievance file in IAPro and a tracking

number will be assigned by Internal Affairs. Once a grievance is satisfied or exhausted, the grievance and all associated documents will be maintained in the grievance file maintained in IPro. <COM 3.5.2> Yearly reporting of statistics from Internal Affairs will include grievances.

- N. The Internal Affairs Commander will conduct an annual analysis of all grievances and provide the Sheriff with an annual recap of all written grievances. The Sheriff will review the analysis to determine if there are trends and/or patterns, and what steps might be taken to minimize the causes.

By Order of the Sheriff