Policy Manual

# Standards of Conduct

## 320.1 PURPOSE AND SCOPE

This policy establishes standards of conduct that are consistent with the values and mission of the Garden Grove Police Department and are expected of all department members. The standards contained in this policy are not intended to be an exhaustive list of requirements and prohibitions but they do identify many of the important matters concerning conduct. In addition to the provisions of this policy, members are subject to all other provisions contained in this manual, as well as any additional guidance on conduct that may be disseminated by this department or a member's supervisors.

### **320.2 POLICY**

It is the policy of the Garden Grove Police Department to provide all employees with a password that allows access to the network and in turn the department policies. It shall be the responsibility of the employee to familiarize him/herself and comply with all such policies, orders, directives, rules and regulations of this department.

### 320.3 VIOLATION OF RULES

Employees shall not commit or omit any acts which constitute a violation of any rules, regulations, directives, orders, or policies of this department, whether stated in this policy or elsewhere. Employees shall be responsible for their own acts, and they shall not shift to others the burden or responsibility for executing or failing to execute a lawful order or duty.

## 320.4 PROFESSIONAL CONDUCT AND RESPONSIBILITIES

- (a) Standard of Conduct Employees' conduct shall, at all times, whether on or off duty, be governed by ordinary and reasonable standards of conduct and behavior.
- (b) Loyalty to the department and to associates is an important factor in departmental morale and efficiency. Employees shall maintain a loyalty to the department and their associates that is consistent with the law and personal ethics.
- (c) Cooperation between the ranks and units of the department is essential to effective law enforcement; therefore, all employees shall establish and maintain a high spirit of cooperation within the department.
- (d) Assistance- Employees are required to take appropriate police action toward aiding fellow peace officers exposed to danger or in a situation where danger might be impending.
- (e) General Responsibilities Within the City of Garden Grove, employees shall at all times take appropriate action to:
  - 1. Enforce in a reasonable and prudent manner all federal and state laws and local ordinances relating to the control of crime and regulation of conduct.

- 2. Take such action as may be necessary and operate in such a manner as to assure the citizens of the city that orderly activities of the community may proceed without disruption from criminal and irresponsible elements.
- 3. Be responsible for the protection of life and property from criminal attack and in emergency situations when the welfare of the community is threatened.
- 4. Cooperate with and assist citizens of the community and units of the city, county, state, and federal government with such problems and in such situations as customs and traditions dictate in matters both criminal and non-criminal.
- 5. Treat all persons equally and with fairness, regardless of race, ethnic group, creed, or social status; avoiding disrespectful or discourteous conduct.
- (f) Duty Responsibilities Employees of the department are always subject to duty although periodically relieved of its routine performance. Employees shall, at all times, respond to the lawful orders of superior officers and other proper authorities. Appropriate police action must be taken whenever required. The administrative delegation of the enforcement of certain laws and ordinances to particular units of the department does not relieve employees of other units from the responsibility of taking prompt, effective police action within the scope of those laws and ordinances when the occasion so requires. Employees assigned to special duties are not relieved from taking proper action outside the scope of their specialized assignment when necessary.
- (g) Insubordination Failure or deliberate refusal of any employee to obey a lawful order given by a superior officer shall be considered insubordination. Ridiculing a superior officer or his orders, whether in or out of his presence, is also insubordination.
- (h) Chain of Command Employees in doubt as to the nature or detail of their assignment shall seek such information from their supervisors by going through the chain of command. The chain of command shall be used in handling all departmental business.
- (i) Performance of Duty Employees shall perform their duties as required or directed by law, departmental rule, policy or order, or by order of a superior officer. All lawful duties required by competent authority shall be performed promptly as directed, notwithstanding the general assignment of duties and responsibilities.
- (j) Knowledge of Laws and Regulations Employees are required to establish and maintain a working knowledge of all laws and ordinances in force in the City of Garden Grove; the rules, regulations, and policies of the department; and the general and special orders of the department and divisions thereof. In the event of improper action, it will be presumed that the employee was familiar with the law, rule or policy violated.
- (k) Obedience to Laws and Regulations -Employees shall observe and obey all laws and ordinances, all rules and regulations of the department, and all general, special and personnel orders of the department and divisions thereof.
- (I) Establishing Elements of Violation Existence of facts establishing a violation of the law, ordinance or rule, is all that is necessary to support any allegation of such as a basis for a charge upon which discipline may be imposed. It is not necessary that a formal criminal complaint be filed or sustained.

#### 320.5 COURTESY/SEXUAL HARASSMENT/DISCRIMINATION

- (a) Courtesy Employees shall be courteous to the public and fellow employees. Employees shall be tactful in the performance of their duties, shall control their tempers, exercise patience and discretion and shall not engage in argumentative discussions even in the face of extreme provocation. In the performance of their duties, employees are discouraged from using coarse, violent, profane or insolent language or gestures. Gossiping about an employee of the department concerning issues of personal character or conduct to the detriment of the employee is prohibited.
- (b) Discrimination In the performance of their duties employees shall not express any prejudice or harassment concerning race, religion, politics, national origin, gender, lifestyle or other personal characteristics.
- (c) Sexual harassment is prohibited. Unwelcome sexual advances, requests for sexual favors and other verbal, written, or physical conduct of a sexual nature, constitutes sexual harassment when:
  - 1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
  - 2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals.
  - 3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

## 320.6 GENERAL STANDARDS

- (a) Official Business (Confidential) Employees of the police department shall treat as confidential the official business of the department.
- (b) Communication(Unauthorized) Employees shall not willfully communicate or give out any information, which may aid a person to escape arrest or delay the apprehension of a criminal or secure the removal of stolen or embezzled goods or other valuables.
- (c) Departmental Equipment (Use of) Employees shall not use departmental stationery, forms, or other supplies and equipment for personal use except as authorized by a commanding officer/manager. Employees shall not drive, operate, or otherwise use any departmental equipment unless authorized to do so.
- (d) Record information Use Employees shall not obtain or attempt to obtain any information from the department files or reports other than that to which they are entitled in the performance of their official duties.
- (e) Departmental Equipment (Control) Employees shall maintain strict control of departmental equipment at all times to prevent loss, damage, or other misuse or abuse. Employees shall not allow anyone to drive, operate, ride in or on, or otherwise use any departmental equipment except as authorized or in the performance of official business.

- (f) Department Equipment (Radio Equipped) Employees assigned radios or using radio equipped units during their official duties shall maintain radio contact with the station and keep the radio dispatcher advised of their radio status whenever possible.
- (g) Departmental Equipment (Report of Damage) Any employee damaging (regardless of how slight) or losing departmental equipment shall report the circumstances immediately to his/her immediate supervisor.
- (h) Department for Mailing Address (Use of) Employees shall not use the department as a personal mailing address, or for delivery of goods or merchandise purchased by them.
- (i) Endorsements and Referrals Employees shall not recommend or suggest in any manner, when acting in their official capacity, the employment or procurement of a particular product, professional or commercial service (such as an attorney, ambulance service, towing service, bondsman, mortician, etc.). When any such service is necessary in the performance of official duties, employees shall proceed in accordance with established departmental procedures.
- (j) Tickets(Fixing) No employee of this department shall tamper with or attempt to fix any ticket or ask for any suspended sentence in any case in any court.
- (k) Internal Operation (Information) All written information supplied to any city employee not employed at the Department, or any official or any civilian person or group pertaining to or affecting the internal operation of the police department shall be submitted to the Chief of Police for approval before it is issued. All official correspondence shall include the typed signature of the Chief of Police.
- (I) Evidence- Employees taking any personal property or object into their possession in connection with their official duties either as personal property of a suspect, arrestee, or prisoner, or as evidence, or found property, or any other reason whatsoever shall as soon as reasonably practicable, "book" such property or object in the appropriate property storage area.
- (m) Supervisors(Conduct) No supervisor or superior officer shall discipline, correct, or otherwise treat any subordinate in any manner that may humiliate or degrade that subordinate. No supervisor or superior officer shall intentionally discriminate against any subordinate personnel. No superior officer or supervisor shall order any subordinate to arrest or cite any person suspected of a misdemeanor violation of law witnessed by the superior officer or supervisor but not witnessed by the subordinate.
- (n) Visiting Prohibited Establishments Employees shall not knowingly enter or frequent any establishment (house of prostitution, gambling house, etc.) wherein the laws of the United States, the state, or the local jurisdiction are regularly violated except in the performance of duty or while acting under proper and specific orders from a supervisor.
- (o) Associations with Felons Employees shall avoid regular or continuous associations or dealings with persons whom they know, or should know, or have reason to believe are racketeers, sexual offenders, suspected felons, or who have a reputation in the community for present or past involvement in felonious criminal behavior, except as necessary to the performance of official duties, or where unavoidable because of other personal relationships.

- (p) Participation in a law enforcement gang as defined by Penal Code § 13670. Participation is grounds for termination (Penal Code § 13670).
- (q) Public appearances and Statements Employees shall not publicly criticize or ridicule this department, its policies, or employees, verbally or in writing or other manner of expression, where such expression is defamatory, obscene, unlawful, undermines the effectiveness of this department, interferes with the maintenance of discipline, or is made with reckless disregard for truth or falseness.
- (r) Abuse of Position
  - 1. Use of Official Position or Identification Employees are prohibited from using their official position, badges, official identification cards, or business cards:
    - (a) For personal or financial gain
    - (b) For obtaining privileges not otherwise available to them except in the performance of duty
    - (c) For avoiding consequences of illegal acts (such as traffic citations, driving under the influence, etc.)Employees may not lend their identification cards or badges to another person, or permit them to be photographed or reproduced.
  - Use of Name, Photograph or Title
     Employees shall not permit or authorize the use of their name, photographs, or
     official titles which identify them as members of the department, in connection
     with testimonials or advertisements of any commodity or commercial enterprise.
- (s) Failure to Meet Standards Employees shall properly perform their duties and assume the responsibilities of their positions. Employees shall perform their duties in a manner which will tend to establish and maintain the highest standards of efficiency in carrying out the functions and objectives of this department. Failure to meet standards may be demonstrated by a lack of knowledge of the application of laws required to be enforced; an unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the employee's rank, grade, or position; the failure to take appropriate action on the occasion of a crime, disorder, or other condition deserving police attention; absence without leave; unauthorized absence from the assignment during a tour of duty; the failure to submit complete and accurate reports on a timely basis when required or when directed by a superior.
- (t) Use of Force Employees will use reasonable force to accomplish lawful objectives. Employees shall use force in accordance with law and established departmental procedures. All department employees authorized to carry weapons are required to receive annual in-service training on the department's Use-Of-Force policies.
- (u) Use of Lethal/Less lethal Weapons Employees shall not use or handle lethal or less lethal weapons (such as chemical agents, batons, CEW or any other weapon that has been approved for department use) in a careless or imprudent manner. Employees shall use these weapons in accordance with law and established departmental procedures.

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- (v) Arrest, Search, and Seizure Employees shall not make any arrest, search, or seizure which they know, or ought to know, is not in accordance with current law and established department policies and procedures.
- (w) Reporting Off-Duty Incident Employees shall report all law enforcement contacts (other than traffic infractions) when they are the suspect in or target of another agency's investigation, anytime they take official law enforcement action in a situation, and when they witness the off-duty criminal conduct of another employee which results or may result in a law enforcement response.

### 320.7 FIREARMS STANDARDS

- (a) Firearms (Carrying of) Sworn employees of this department who are on duty shall carry a firearm as prescribed in the policy.
- (b) Firearms(Firing of) An employee who fires a weapon accidentally (on or off duty), intentionally on duty or in the performance of a police service, except on an approved range, shall immediately report the incident to a field supervisor or a Division Lieutenant, who will then make notifications in writing via a memorandum through the chain of command to the Chief of Police. Employees shall not fire a weapon intentionally, on or off duty, except as authorized by law or department policy, rules and regulations.
- (c) Firearms(Display of) No employee shall display or draw a firearm except for inspection or use in connection with official duties. Employees shall exercise the utmost care and caution in the use of firearms at all times.
  - Employees are specifically prohibited from engaging in any form of "dry" shooting in any police building or public place, except as a part of a training course or inspection under supervision. This term is meant to include any form of aiming or trigger-pull practice, or the dropping of the hammer under any circumstances.
  - 2. An employee carrying or wearing a weapon in civilian clothes (on or off duty) shall insure the weapon is not conspicuously exposed to view.
- (d) Firearms (Unloading) An employee seizing or otherwise receiving a loaded firearm in the course of his/her official duties shall immediately unload the weapon unless it must remain loaded as evidence. If left loaded, it must be clearly marked and placed in the appropriate evidence storage area.
- (e) Firearms (Cleaning or Loading of Restrictions) The cleaning, repair, display, and loading or unloading of firearms is restricted to the locker rooms, briefing room, property and evidence, the SWAT Connix container, the department armory, and the department sally port weapon cleaning area. The muzzle of the weapon shall be placed in the provided accidental discharge containment system when loading, unloading or checking that the weapon is loaded or unloaded. All weapons shall be handled with the utmost safety at all times.

#### **320.8 ORDERS**

- (a) Manner of Issuing Orders Orders from superior to subordinate shall be in clear and understandable language, civil in tone and issued pursuant to departmental business. Employees are required to obey any lawful order of a superior regardless of the method of conveyance.
- (b) Unlawful Orders No commander or supervisory officer shall issue an order which is known to be in violation of a law or ordinance.
- (c) Obedience to Unlawful Orders Obedience to an unlawful order is not considered a defense for an unlawful action; therefore, no employee is required to obey an order which is contrary to federal or state law or city ordinance. Responsibility for refusal to obey rests with the employee. The employee shall be strictly required to justify their action.
- (d) Obedience to Unjust or Improper Orders Employees who are given orders they feel to be unjust or contrary to rules and regulations as differentiated from "Unlawful Orders", must first obey to the best of their ability (except when ordinary and prudent knowledge would indicate that the order would be detrimental to the department or city), and then may proceed to appeal the order by submitting a memorandum to the Chief of Police for his review and/or action.
- (e) Conflicting Orders Upon receipt of an order conflicting with any previous order or instruction, the employee affected will advise the person issuing the second order or instruction of this fact.
  Responsibility for countermanding this original command then rests with the individual issuing the second command. If so directed, the latter command shall be obeyed first. Orders or instructions will be countermanded or conflicting orders or instructions will be issued only when reasonably necessary for the good of the department. The person issuing the original command shall be notified in writing by the person issuing the second command of the action taken and the reason thereof.
- (f) Reports and Appeals An employee receiving an unlawful, unjust or improper order shall at first opportunity file a memorandum to the Chief of Police. The report shall contain the facts of the incident and the action taken. Appeals for relief from such orders may be made at the same time. Extra departmental action regarding such an appeal shall be conducted through the office of the Chief of Police.

# 320.9 GENERAL CONDUCT ON DUTY

- (a) Prohibited Activity Employees are prohibited from engaging in the following activities while on duty, with the exceptions noted:
  - Sleeping, loafing, idling;
  - 2. Recreation reading (except during breaks and meals);
  - Conducting personal business without supervisory approval (except during breaks and means);
  - 4. Gambling (except in the line of duty);

- 5. Excessive socializing with officers, city employees or citizens during the performance of official duty.
- (b) Loitering- Employees on duty or in uniform shall not enter taverns, theaters or other public places except to perform a police task. Loitering and unnecessary conversation in such locations is forbidden. Employees off duty and not on official standby status shall not loiter in department areas, other than those normally designated for use as recreation areas.
- (c) Relief from Assignment Employees are to remain at their assignment and on duty until properly relieved by another employee or until dismissed by proper authority. No employee may relieve another employee who is on duty without the approval of his supervisor.
- (d) Meals and Breaks Employees may suspend their police duty for a lunch or break period to be taken within their beats or assigned areas, subject to modification by their commanding officer. Meals, if eaten in a restaurant, shall be eaten in public view. Eating in a licensed liquor establishment, although not forbidden, is discouraged.
- (e) Reporting On-Duty Incidents Employees shall promptly submit such reports as are required by the performance of their duties or by proper authority. Whenever an employee believes that misconduct has occurred, the employee shall submit a written memorandum to his/her immediate supervisor.
- (f) Reports(Falsification of) Employees shall not make or cause to be made false official reports, written or oral, nor shall they make false reports, written or oral, for the purpose of obtaining time off.
- (g) Honesty- Except as necessary in furtherance of their official duties, employees shall be honest and truthful in the performance of their duties on behalf of the department.
- (h) Absence without Leave (Tardiness) An employee who fails to appear for duty on the date and at the time and place specified for so doing without the consent of proper authority is absent without leave. Absence without leave includes being late or totally absent for an assignment.
- (i) Inspections- From time to time the Chief of Police, or delegated supervisors, may call for inspections of the department or any part thereof. Employees directed to attend such inspections shall report in the uniform prescribed carrying the equipment specified. Unauthorized absence from such inspection is chargeable as "absence without leave."
- (j) Meetings (Court Cases, Etc.) Employees required to attend meetings, court cases, training or other assignments by schedule, order of the department, or order of the court shall do so on the date and time specified and at the place designated. Failing to do so is chargeable as "absence without leave."
- (k) Absence (Notification) Employees shall notify the on-duty Division Lieutenant at least one (1) hour prior to the assigned reporting time if they do not intend to report for assigned duty. The Division Lieutenant shall notify the employee's commander and/ or immediate supervisor.

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- (I) Smoking on Duty Employees shall not smoke or use tobacco products on duty while in direct contact with the public. The police facility has been designated as a nosmoking area. Employees shall not smoke or use tobacco products in City-owned and leased vehicles.
- (m) Address and Telephone Numbers When hired by or assigned to the police department, employees shall immediately record their current address and telephone number with the department. Employees are required to have a telephone in the place where they reside or cellular telephone. Changes in address or telephone number shall be reported to the police department within twenty-four (24) hours of the change. The appropriate form provided for the purpose of notification of these changes shall be used. Employees' home phone numbers and addresses shall only be disclosed to police department and City personnel on a need-to-know basis and according to law.
- (n) Marital Status Employees shall report all changes in their marital status, such as marriages, divorce, and deaths of dependents within twenty-four (24) hours thereafter, except when such employees are absent from the department for approved reasons in which case the report shall be made upon their return.
- (o) Prisoners (Mistreatment of) An employee shall not willfully mistreat a prisoner or any person, but shall only use the amount of force necessary to affect an arrest or maintain control of a situation.
- (p) Uniforms (Wearing of) All employees are required to wear proper uniform or civilian dress while on duty. In addition, employees are required to appear neat and clean at all times in public while on duty.
- (q) Identification All employees are issued a photographic identification card and if applicable a badge. Employees shall carry their badges, if applicable, and identification cards on their persons at all times, except when impractical or dangerous to their safety or to an investigation. They shall furnish their name and badge number to any person requesting that information, except when the withholding of such information is necessary for the performance of police duties, or is authorized by proper authority. Personnel, whenever possible and practical, should present their identification and badge when a request to view the identification has been made. This is to ensure the public can be certain the person they are dealing with is an employee of the Police Department. Additionally, all employees will verbally identify themselves as being a member of the Garden Grove Police Department when talking to citizens over the telephone, except in cases the verbal identification would jeopardize an ongoing police investigation.
- (r) Bulletin Boards Employees reporting for duty are required to check the main bulletin board, outside the downstairs locker rooms, respective divisional bulletin boards, schedules, department e-mail accounts and personal boxes and acquaint themselves with the events that have taken place since their last tour of duty.
- (s) Citizen Complaints Employees shall courteously and promptly accept and record in writing any complaint made by a citizen against any employee of any department policy or procedure. Employees may attempt to resolve the complaint, but shall never attempt to dissuade any citizen from lodging a complaint against any employee or

any department policy or procedure. Employees shall immediately notify their superior officer of a complaint as required by department procedures.

### 320.10 ALCOHOL AND DRUGS

- (a) Departmental Premises Employees shall not bring into or keep any intoxicating liquor on departmental premises except when necessary in the performance of a police task. Liquor brought into the departmental premises in the furtherance of a police task shall be properly identified and stored according to established policy.
- (b) Consumption- Employees shall not consume alcoholic beverages while off duty to the extent that evidence of such consumption is apparent when reporting for duty, and/or their ability to perform their duty is impaired. Employees shall not consume alcoholic beverages while on duty unless necessary in the performance of a police task and then only with the specified permission of a commanding officer and never in uniform. Employees shall be responsible for their conduct at all times.
- (c) Intoxication- Employees shall not at any time be under the influence of alcohol while on duty. They shall not, at any time off duty, be intoxicated in public.
- (d) Use of Drugs Employees shall not use any controlled substances, narcotics, hallucinogens, or marijuana except when prescribed in the treatment of employees by one legally authorized to prescribe such medication. When controlled substances, narcotics, or hallucinogens are prescribed, and the employee is taking these substances while on duty or in such close proximity to going on duty that it would create an effect, employees shall notify their superior officer. (NOTE: Controlled substances are defined under Section 11007 and Sections 11054 through 11058 of the Health and Safety Code.)
- (e) Supervisory Responsibilities Supervisors shall take appropriate action if they suspect any employee has consumed alcohol, drugs, or prescribed medication. The following behaviors may evidence such use:
  - 1. Impaired speaking ability
  - 2. Inability to perform work properly
  - 3. Behavior is creating a safety hazard
  - 4. Problems walking or other physical activity impairment
  - 5. Presence of an odor of an alcoholic beverage on the breath

## 320.11 GIFTS AND GRATUITIES

(a) Soliciting /Accepting - Employees shall neither solicit nor accept free or discounted meals, drinks or other gratuities; the offering of which may be linked to their employment with the Garden Grove Police Department or the acceptance of which may cast an adverse reflection on the department. This does not preclude the Chief of Police from accepting donations on behalf of the Police Department. Definition of Donation and Gratuity:

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- 1. Donation: A gift or consideration to the Police Department which primarily benefits the community or the Police Department as a whole. Example: Command Post, Officer Elk, Vests, K-9's.
- 2. Gratuity: A gift or consideration given to the Police Department or an individual which does not benefit the community as a whole. Example: Free Coffee, Half-Price Meals.
- (b) Disposition- Any unauthorized gift, gratuity, loan, fee, reward or other thing of value falling into any of these categories coming into the possession of any employee shall be forwarded to the office of the Chief of Police together with a written report explaining the circumstances of the receipt.
- (c) Free admission and Passes Employees shall not accept or solicit free admission to theaters or other places of amusement for themselves or others except in the line of duty.
- (d) Other Transactions Employees are prohibited from buying or selling anything of value from or to any complainant, suspect, witness, defendant, prisoner, or other person involved in any case which has come to the employee's attention or which arose out of the employee's departmental employment when such transaction might tend to cause adverse reflection on the department or any employee.

## **320.12 REWARDS**

General- Unless authorized by the Chief of Police, employees shall not accept any gift, gratuity or reward in money or other consideration for services rendered in the line of duty to the community or to any person, business or agency except lawful salary and any additional legal amounts set forth in the Salary Ordinance, or other city authorized programs.

# 320.13 MISCELLANEOUS

- (a) Personal Financial Obligations No public safety officer shall be required or requested for purposes of job assignment or other personnel action to disclose any item of his property, income, assets, source of income, debts or personal or domestic expenditures (including those of any member of his family or household) unless such information is obtained or required under state law or proper legal procedure, tends to indicate a conflict of interest with respect to the performance of his official duties, or is necessary for the employing agency to ascertain the desirability of assigning the public safety officer to a specialized unit in which there is a strong possibility that bribes or other improper inducements may be offered.
- (b) Political Activity Employees are prohibited from:
  - Using their official capacity to influence, interfere with or affect the results of an election. When on-duty employees are to remain neutral in all situations, never rendering an opinion as to the qualifications of any candidate, potential candidate or issue.

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- 2. Directly or indirectly, use, promise, threaten or attempt to use an official influence in aid of any partisan political activity, or to affect the result of any election to partisan or political office, or upon any other corrupt condition or consideration.
- 3. Engaging in any political activity while in the uniform prescribed for any officer or employee of the City of Garden Grove or during any hours in which he has been directed to perform his assigned duties.
- (c) Labor Activity Employees of the department shall have the exclusive right to form, join, and participate in the activities of employee organizations of their own choosing for the purpose of representation on all matters of employer/employee relations including, but not limited to, wages, hours, and other terms and conditions of employment. No employee shall be interfered with, intimidated, restrained, coerced, or discriminated against because of the exercise of these rights. Employee organizations may represent their individual employee members in individual employment relations with respect to all matters within the scope of representation.
- (d) Civil Litigation The employee shall have the right to bring civil suit against any person or group of persons, including heads or members of business, social, or educational organizations for damages suffered, either pecuniary or otherwise, or for abridgment of their performance of official duties. In addition to any administrative procedures available to the employee regarding the filing of complaint and grievances, any employee may institute an action in a civil court to obtain redress or grievances.