
	<b>PARADISE VALLEY POLICE GENERAL ORDER</b>  <b>Grievance and Appeal Procedures</b>	Order Number
		Date
		25.1
		10-9-20

## 25.1 Grievance and Appeal Procedures

This policy is also covered under the *Human Resources Handbook*, Article XIII Section 1301.

- A. *Employees and supervisors* are encouraged to meet, discuss and resolve problems, to prevent grievances whenever possible.
- B. Definition: A grievance is an allegation by a classified *employee* that the *Handbook* or the written work rules of any *Town Department* have been misinterpreted or misapplied as to that *employee*; or that the classified *employee* has been discriminated against because of race, color, religion, gender, age, national origin, sexual orientation or disability as provided under applicable state or federal laws.
- C. Non-grievable matters: The following matters are not grievable:
  1. Fringe benefits including but not limited to retirement plans, any insurance program in which the *Town* participates, other benefits set forth in Article IX;
  2. Any examination, certification, or appointment;
  3. Any compensation/*classification* action (including salary ranges, merit increases, right to performance evaluation, or contents of performance evaluation);
  4. Any reduction in force action;
  5. Any matter not subject to control of the *Town* government;
  6. Complaints by unclassified *employees*;
  7. The *Town's* right to direct its *employees*;
  8. The *Town's* right to hire, promote, transfer, assign and retain *employees*;
  9. The *Towns'* right to manage *Town* operations, and to determine the methods, means, resources and *personnel* by which these operations are to be conducted.

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D. Procedure

1. Within fifteen (15) days of the occurrence giving rise to the grievance, the *employee shall* submit a Grievance Form to his/her *supervisor* stating the basis of the grievance and the remedy sought. The Grievance Form *must* clearly state:
  - a. The *employee's* name, *Department*, and *classification*;
  - b. The filing date of the grievance;
  - c. A complete statement of all facts and circumstances concerning the grievance, and the specific remedy sought;
  - d. The specific rule alleged to have been violated for any grievance alleging noncompliance with the *Handbook* or the work rules of any *Department*, or the nature of any alleged discriminatory action;
  - e. A summary of the efforts made to resolve the grievance informally;
  - f. Any additional information pertinent to the grievance;
  - g. Employee representation is allowable during the grievance process; (see GO 52.1.7.3)
2. Grievances not containing the information in 1 a. - f. above *shall* not be accepted.
3. Within five (5) working days of receipt of the Grievance Form, the *supervisor shall* meet with the *employee*, discuss the grievance, and render a written decision and the basis for it. At the discretion of the Department Director or *Town Manager*, the length of time for the *supervisor's* response to the Grievance Form *may* be extended.
4. If the *employee* chooses to appeal the grievance further, the grievance *must* be submitted to the next level of management within three (3) working days of receipt of the *supervisor's* decision. Within five (5) working days, that manager *shall* meet with the *employee*, discuss the grievance, and render a written decision and the basis for it. This appeal process continues through the chain of command to the *Town Manager*. At each succeeding step the *employee must* state in writing the reason for his appeal including why the previous response



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was unsatisfactory. At the discretion of the Department Director or *Town Manager*, the length of time for the *supervisor's* response to the Grievance Form *may* be extended.

5. The decision of the *Town Manager* is final and is neither grievable nor appealable. A copy of the *Town Manager's* final decision *shall* be filed with the Personnel Officer.
6. If the *supervisor* or manager fails to communicate their decision in writing within the specified time limit, unless the time limit is extended by the Department Director or *Town Manager*, and if the *employee* chooses to appeal the grievance further, the *employee shall* proceed to the next level of appeal within three (3) working days of the expiration of the specified time limit.
7. Failure to submit a grievance in accordance with the above time limits, or to appeal a grievance to the next step, constitutes abandonment of the grievance. A grievance *may* be terminated at any time upon receipt of a signed statement from the *employee* requesting such a termination.