

1.422 GRIEVANCES

(25.1.1, 25.1.2, 25.1.3, 26.1.6)

- A. Whenever possible, employees and supervisors should make reasonable efforts to informally resolve differences in interpretation or application of directives and matters otherwise grievable in a formal process.
- B. When not in conflict with controlling MOU language, grievances will be filed, processed, and heard consistent with:
 1. USM policies:
 - a. **VII-8.00 Policy on Grievances for Associate Staff and Classified Personnel;** and
 - b. **VII-8.10 Policy on Special Action Appeals for Classified Employees;** and
 2. Towson University policies:
 - a. **07-08.05 Policy on Grievances for Regular Exempt Employees;** and
 - b. **07-08.10 Special Action Appeals for Regular Non-Exempt Employees.**
- C. Information contained in those USM and Towson University directives includes, but is not limited to:
 1. Identifying the scope of grievable matters and the levels to which grievances may be filed and/or appealed;
 2. Establishing time limits for filing or appealing grievances to the next level;
 3. Describing the type of information to be submitted when filing grievances;
 4. Establishing procedural steps and time limits at each level in response to grievances or appeals; and
 5. Establishing criteria for employee representation.
- D. The staff of the Employee/Employer Relations section of the Office of Human Resources (OHR) is available to either party to explain the grievance process and the procedures as outlined in university directives. Once a formal grievance has been filed, however, the Employee / Employer Relations staff will only assist management in preparing witnesses, testimony and evidence for the hearing.
- E. Grievance forms are available through OHR. Grievances will be submitted only on approved forms and must bear signatures of grievants or the grievants' representatives at each step of the procedure.
- F. Consistent authority granted in **USM VII-8.00**, the Chief has designated the commander responsible for the agency's human resources function as the agency's departmental representative for grievance processes. Related duties include, but are not limited to:
 1. Being the receiving point for all grievances filed by agency employees;
 2. Conducting, coordinating, and facilitating the agency's grievance process activities;
 3. Securely maintaining the agency's grievance files;
 4. Allowing access to the files by:
 - a. The Chief and commanders as needed; and
 - b. Employees for all materials to which they are entitled in their particular grievance files; and
 5. Compiling a documented annual analysis of grievances as well as supporting police and practices.