


<p><b>Accreditation Standards:</b> CALEA 22.4.1, 22.4.2, 22.4.3; TAC 5.12</p> <p><b>Revisions:</b> 08/97; 08/98; 10/07; 02/15; 06/16; 10/25</p> <p><b>References:</b> FSS 119, 120, 257, and 682; PBA Collective Bargaining Agreement Article 15; AFSCME Collective Bargaining Agreement Article 5; UF-3.045, UF-3.051, UF-3.058,</p>	<p><b>University of Florida Police Department</b></p>  <p><b>Department Standards Directive</b></p>	<p><b>Responsibility:</b> Personnel</p> <p><b>Pages:</b> 2</p> <p><b>Related Documents:</b> None</p>
<p><b>TITLE: GRIEVANCE PROCEDURES</b></p>		

## 2700 Complaint/Grievance Procedures

**2700.1 Purpose.** The primary objective of the complaint/grievance procedures is to maintain sound employee relations. This process allows employees to bring complaints to the attention of management with the assurance that they will receive a review and be accorded fair and equitable treatment.

**2700.2 Discussion.** An important element of a sound personnel system is the existence of a formal method that allows employees to resolve their complaints/grievances with management fairly and expeditiously. Good management practices recognize that a carefully designed process can help to reduce personnel dissatisfaction, improve morale, identify problems in the organization, and promote a positive working environment.

**2700.3 Policy.** It shall be the policy of the department to adhere to the provisions of Federal and State law, rules and regulations established by the University of Florida Board of Trustees (BOT) and the current collective bargaining agreements with the Police Benevolent Association

### 2700.4 Procedure.

- A. Complaint Procedure for University Employees. The complaint procedure for university employees can be found on the Human Resources Employee Inquiry and Complaint Procedures website.
- B. Grievance Procedures for Employees Covered by the Police Benevolent Association (PBA) Collective Bargaining Unit Agreement. Grievance procedures for employees covered by the PBA Collective Bargaining Unit are contained in the PBA Collective Bargaining Unit Agreement Article 15.
- C. Grievance Procedures for Technical, Executive, Administrative, and Managerial Support Staff (TEAMS). Grievance procedures for Technical, Executive, Administrative, and Managerial Support Staff (TEAMS) are contained in UF Regulation 3.051.

**D. Complaint/Grievance Procedure Coordination.** The coordination of the complaint/grievance procedure shall be the responsibility of the Chief or designee of the department, with technical/procedural assistance provided by the Office of Human Resource Services' Employee Relations Section.

1. The department employee receiving the grievance shall acknowledge the grievance by noting the time, date, and person receiving the grievance.
2. At the conclusion of the grievance procedure, the allegations in the grievance will be affirmed or denied in writing.
3. Remedies or adjustments, if any, made to resolve the grievance shall be identified in writing.

**E. Maintenance of Records.** Complaint/grievance documents shall be placed in the employee's personnel file maintained by the department and shall be placed in the employee's official personnel file maintained by the Office of Human Resource Services. Records shall be released and maintained in compliance with Florida Statutes Chapters 119, Florida Public Records Law, and Chapter 257 State Archives Law.

**F. Complaint/Grievance Review and Analysis.** There shall be a review and analysis of all grievances/complaints annually to determine patterns, trends, or recurring issues needing attention. The review and analysis shall be provided to the Chief.

#### **2700.5 Glossary.**

**Board of Trustees (BOT)** - The body established in Chapter 240, Part II Florida Statutes acting directly or through its chief administrative officer, the General Counsel, or through its other employees in the Board of Trustees Office.

**Florida Police Benevolent Association (PBA)** - The exclusive representative for the purposes of collective bargaining with respect to wages, hours, and terms and conditions of employment for all employees included in the State University System Law Enforcement bargaining unit.

**Technical, Executive, Administrative, and Management Support (TEAMS)** - The classification and pay plan approved and administered by the Florida Board of Trustees for all authorized and established positions of the State University System with the exception of those positions designated by the Board of Trustees as being General Faculty classification and pay plans.

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Approved: \_\_\_\_\_  
                  **Bart Knowles, Chief**

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