
NUMBER: 3.16

**EFFECTIVE DATE:
REVISION DATES:**

**JULY 1991
Nov 2024**

SUBJECT: GRIEVANCE PROCEDURES AND PROBLEM SOLVING

3.16.01 POLICY

It is the position of the Police Department and the City to use a problem solving procedure to resolve grievances whenever possible. As problems arise, supervisors and employees are expected to make every effort to resolve the issue or problem. Central to this policy regarding the grievance process for employees is the desire that issues and problems be resolved at the lowest possible level of authority. Supervisors at each level in the organization shall specifically and honestly address the concerns of the grieved employee. Proceedings and findings shall be kept confidential and in accordance with the policies and procedures of the City.

The philosophy of the department is to encourage free verbal communication between employees and supervisors. It is the intent of this policy to establish a grievance procedure which will preserve the integrity of the organizational structure, while at the same time providing employees a known means of voicing a grievance. It is the spirit and intent of these procedures that all grievances be settled quickly and fairly, without any subsequent discrimination against employees who may seek to address a grievance, real or imagined.

It is recognized that there will be occasional grievances which may be resolved only after formal appeal and review. The facts or allegations of each grievance shall be carefully analyzed and affirmed or denied at each supervisory level and reported to the affected employees in writing.

City Personnel Policy Section 13; Problem Solving Procedures, further addresses the grievance process.

3.16.02 DEFINITIONS

A. GRIEVANCE - A specific claim brought by an employee based upon an event or condition which affects the conditions or circumstances under which that individual employee works.

3.16.03 PROCEDURES

A. Presentation of grievance

1. Any employee who feels aggrieved must present his/her grievance to the appropriate supervisor, in writing on a department approved memorandum form, within seven (7) business days after the occurrence of the action that caused the grievance. The Chief of Police is responsible for the coordination of the grievance procedure.

- a. The written memorandum will contain, at a minimum, the following:
- i. The statement of the facts upon which the grievance is based.
 - ii. Allegation of the specific wrongful act and the harm done.
 - iii. The remedy or adjustment the employee seeks.

2. The supervisor receiving the grievance shall document the date and time received and reason for the grievance.

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3. Upon receipt of a grievance, the supervisor shall immediately notify, through their chain of command, the Chief of Police and Human Resources Manager.
4. The supervisor must respond to the employee in writing, explaining the position taken by the supervisor. The supervisor shall provide a copy of the grievance and written explanation to the Chief of Police and Human Resources Manager through the chain of command.
5. The employee shall provide a written memorandum if they are satisfied with the response provided by the immediate supervisor. The completed grievance shall then be forwarded for review through the chain of command to the Chief of Police and Human Resources Manager.

B. Appeal Process

1. If the immediate supervisor cannot resolve the grievance to the satisfaction of the employee, the employee may appeal the decision in writing to the next higher level within the employee's chain of command. The appeal must indicate the employee's reasons for differing with the supervisor's decision.
2. The employee must appeal decisions through each level of their chain of command prior to the grievance being presented to the Chief of Police.
3. Each appeal must be completed within seven (7) business days after the employee receives the decision of the reviewing supervisor.

C. Administrative Review

1. If the communication between the employee and the employee's chain of command fails to settle the matter, the grievance (and all documentation) shall be presented to the Chief of Police.
2. The Chief of Police will meet and discuss the grievance with the aggrieved employee and the employee's supervisor. The Chief of Police shall provide a written reply to the employee regarding the final determination.
3. All documentation regarding a grievance shall remain on file in the Professional Standards Office. A copy of the final decision relating to the grievance shall be located in the employee's public personnel file.
4. The decision of the Chief of Police is final. The Chief of Police will notify the Human Resources Director of any action taken.
5. The grievance procedure is an internal process and does not involve or allow any outside representation, including attorneys.

D. Supervisor Responsibility

1. All supervisors who review grievances or appeal of a previous decision shall respond in writing to the affected employee within seven (7) working days.
 - a. This time limit may be extended by mutual consent.
 - b. The failure to meet any of the time limits specified does not invalidate the process or any action taken.

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2. In the event of an appeal, each supervisor who reviews a grievance is responsible for forwarding documents relating to the grievance to the next higher level of the chain of command.

3.16.04 ANALYSIS OF GRIEVANCES

- A. The Professional Standards Unit Supervisor shall annually review and analyze grievances received within the department once a final decision has been made into the issues. The results of the analysis shall be submitted to the Chief of Police. Such review shall be used to determine needed procedural changes.

3.16.05 RULES

- A. No right exists to assert a grievance for any alleged violation of the following provisions of the City Personnel Policy and Procedure Manual:
 1. General Provisions of the City Personnel Policies.
 2. Disciplinary Action (see Section 11 of the City Personnel Policies).
 3. Contents of a Performance Review.
 4. Establishment of classification and pay.
 5. Establishment of fringe benefits.
- B. The identity of the aggrieved parties should be considered confidential and not generally shared with persons outside an employee's chain of command.
- C. Grievances often have department-wide impact. Decisions regarding grievances or changes that impact department operations made as a result of grievance procedures may be shared with the entire department.
- D. Requests to view grievance records shall be made to the Chief of Police via written memorandum. The Chief of Police shall approve or disapprove requests on a case by case basis.