

## GRIEVANCE PROCESS

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**PURPOSE:** To provide a formal method that allows employees to resolve their grievances with management fairly and expeditiously. A grievance process can help to reduce employee dissatisfaction, improve morale, and identify problems in the organization.

**POLICY:** It is the policy of the Jacksonville Police Department to encourage employees to bring to the attention of management their concerns about work-related situations. Employees will be provided an opportunity to present their complaints through a formal grievance process. No employee will be discriminated against, harassed, intimidated, or suffer any reprisal for filing a grievance.

Management decisions on grievances will not be precedent setting nor binding on future grievances unless they are officially stated in the City of Jacksonville Policies and Procedures Manual or Department policies. When relevant, the decisions will be retroactive to the date of the employee's official complaint.

### **PROCEDURES:**

#### I. GRIEVANCE PROCESS

- A. A grievance is any dispute, controversy, or difference of opinion the employee feels affects their health, safety, welfare, or mutual respect and arises out of an act or omission by the Department relating to the employee's working condition or employment status. It must be within the control of the Department. It may also include treatment that the employee has received from other employees of this Department they feel is wrong, unfair, or contrary to established procedures.
- B. Matters that are non-disputable include, but not limited to:
  - 1. Disciplinary actions;
  - 2. Performance evaluations;
  - 3. Complaints of discrimination or harassment based on EEOC issues; or
  - 4. Salaries and economic benefits.
- C. Appeals for disciplinary actions resulting in suspension, demotion or termination are mandated by A.C.A. §14-51-301 et. seq. and the Jacksonville Civil Service Commission Rules and Regulation.
- D. Complaints related to EEO issues are covered in the City of Jacksonville Policies and Procedures Manual which authorizes submission of such complaints to the City's EEO Officer(s).
- E. Employees may be accompanied by a Police Department employee of their choice while presenting the grievance at any or all levels.
- F. All grievances will be submitted in writing on a Personnel Grievance Request Form (JPD Form 5-13) and must include:
  - 1. A statement from the grievant with the facts upon which the grievance is based,
  - 2. The allegation of the specific wrongful act and harm done, and
  - 3. A statement of the remedy or adjustment sought
- G. Written statements of grievances shall be submitted to the employee's immediate supervisor within seven (7) days of the incident about which the employee is aggrieved or within seven (7) days of the point at which the employee became, or should have become, aware of the situation.