

WEST PALM BEACH POLICE DEPARTMENT

I-10 GRIEVANCE PROCESS

EFFECTIVE: 01/01/2005

CALEA Standards: 3.1.2, 25.1.1, 25.1.2, 25.1.3, 26.1.6

CFA Standards: 10.01 through 10.05, 11.06

I. POLICY: It is recognized that due to the many procedures involved in administering an agency, there are occasions when differences arise regarding the spirit and intent of particular directives or actions. The grievance process must be available to all members who feel they have been treated unjustly or unfairly. It also provides the Department with an opportunity to clarify the directive or action, if necessary. The grievance process provides that employment rights of personnel assigned under a contract for law enforcement services are not abridged by the provider agency.

II. DEFINITIONS:

A. Grievance Procedure - A procedure for the resolution of any dispute or misunderstanding arising from the application or interpretation of any current collective bargaining agreement between the Palm Beach County Police Benevolent Association (P.B.A.), Service Employees International Union (S.E.I.U.), Professional Managers and Supervisors Association (P.M.S.A.) and the City.

B. Employee Complaint Procedure - A procedure for the resolution of any dispute or misunderstanding arising from the application or interpretation of the City's Charter or Code or the Police Department's rules and regulations as policies and procedures not addressed in the applicable collective bargaining agreement.

III. GRIEVANCE AND ARBITRATION PROCEDURES:

A. Grievance and arbitration procedures for affected personnel of the Department will be in accordance with the current applicable collective bargaining agreement.

B. Each collective bargaining unit has an appropriate form to be completed when a member desires to file a grievance. These respective forms are to be utilized for initiating all grievances.

C. The member will present the grievance to his or her immediate supervisor (or the person who is specified in the applicable CBA agreement to accept the grievance) who will acknowledge the receipt of the grievance by signing the grievance, noting the time and date on the grievance.

D. The facts or allegations are analyzed.

E. The allegation(s) in the grievance is affirmed, denied, or initialed (showing receipt) by each reviewing supervisor up to and including the Human Resources Manager or designee, if the matter is not satisfactorily resolved at a lower level. The procedural steps and time limitations at each level in responding to grievances or appeals is per the current collective bargaining agreement.

F. Appropriate remedies or adjustments can be made at any level of supervision with authority to act on the particular grievance.

G. If the grievance is not resolved, the aggrieved employee may submit a request for arbitration to the Human Resources Manager per the current collective bargaining agreement.

IV. COORDINATION, MAINTENANCE, ANALYSIS AND CONTROL OF RECORDS:

A. The supervisor who receives the grievance at the initial step will notify Staff Inspections of the grievance, so he or she can assist by coordinating the process and ensuring that the proper procedure is followed.

B. Staff Inspections will track the grievance through each step of the process to its final disposition.

C. Staff Inspections will be responsible for maintaining accurate records of all grievances that are filed.

D. Staff Inspections will prepare an annual analysis of the filed grievances and provide it to the Office of The Chief. The purpose of the analysis is to identify trends so that proactive steps can be taken to reduce the number of future grievances.

V. REFERENCES:

- SOP # I-9 Disciplinary Procedures.
- SOP # IV-22 Internal Affairs Function.
- Current Collective Bargaining Agreements: Police Benevolent Association, Service Employees International Union, Professional Managers and Supervisors Association.
- Current Civil Service Rules and Regulations.
- F.S.S. Chapter 447 Labor Organizations.
- Public Records Law, 1997 Edition.

Delsa R. Bush, Chief of Police

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History: SOP # changed to I-10 on 01/01/2005
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Job Title Task Files: All Supervisors, Staff Inspections Personnel