

PALM BEACH GARDENS POLICE DEPARTMENT

GRIEVANCE AND COMPLAINT RESOLUTION PROCEDURES

POLICY AND PROCEDURE 4.1.13

Effective Date : 08/01/2011	Accreditation Standards: CALEA 25.1.1 – 25.1.3 CFA 10.03M	Review Date: 04/22/2016
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PURPOSE: To identify the grievance and complaint resolution procedures available to members of the Palm Beach Gardens Police Department.

SCOPE: This policy and procedure applies to all members.

REVIEW RESPONSIBILITY: Assistant Chief Administrative\Investigations Division

POLICY: It shall be the Department's policy to provide both formal and informal procedures that allow members to resolve their grievances and complaints with management fairly and expeditiously. Good management practices recognize that a carefully designed grievance and complaint resolution process can help to reduce member dissatisfaction, improve morale, identify problems in the organization, and increase the positive perception members have of the organization.

PROCEDURES

1. GRIEVANCE AND ARBITRATION PROCEDURES

- a. Grievance and arbitration procedures for bargaining unit members shall be specified in the appropriate collective bargaining agreement.
- b. Grievance procedures for non-bargaining members shall be specified in the City of Palm Beach Gardens Policy Manual.
- c. Receipt of the grievance is acknowledged by noting the time, date and the person receiving the grievance.
- d. By mutual agreement of the parties, the time limits for any grievance may be extended.
- e. By mutual agreement of the parties, a meeting may be held at any step of the grievance process.
- f. A probationary employee may not grieve any matter concerning assignment or discharge.
- g. Settlement of grievances prior to arbitration shall not constitute a precedent nor shall it constitute an admission that the collective bargaining agreement was violated.

2. INFORMATION TO INCLUDE IN GRIEVANCE

- a. The following information should be included when filing a grievance:
 - i. A statement of the grievance and the facts upon which it is based.

- ii. An allegation of the specific wrongful act and the harm done. Specific dates, times, and actions relevant to the grievance should be included.
- b. A statement of the remedy or resolution sought.

3. MEMBER COMPLAINT PROCEDURE

- a. All Department members may pursue informal resolution of complaints or express concerns regarding the application or interpretation of Department policies and procedures and/or rules and regulations through the following procedure:
 - i. The member should first attempt to address the complaints via their chain of command.
 - 1. If the member is not satisfied, the member may request a meeting with the Chief of Police.
 - ii. The Chief of Police will review the member's complaint and attempt to arrive at a solution that is consistent with Department policies and procedures and rules and regulations.

4. ADMINISTRATION

- a. The Administrative Support Bureau Major shall have authority for:
 - i. Coordination and tracking of grievances.
 - ii. Maintaining accurate records and files of all grievances.

INDEX AS:

- GRIEVANCE
- COMPLAINT
- ARBITRATION

RESPONSIBILITY INDEX

- CHIEF OF POLICE
- ASSISTANT CHIEFS
- BUREAU MAJORS
- SUPERVISORS
- MEMBERS

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APPROVED:



Stephen J. Stepp
Chief of Police

08-01-2011
Date