

TAKOMA PARK POLICE DEPARTMENT - GENERAL ORDERS



TITLE: GRIEVANCES		NUMBER: 417
EFFECTIVE DATE March 26, 2019		REVIEW DATE: March 26, 2024
New <input checked="" type="checkbox"/> Amends Rescinds		Dated: March 18, 2008
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01 Purpose: To establish guidelines for handling employee complaints, when an employee feels that he or she has received inequitable treatment through some personnel action or inaction.

02 Policy: It is recognized that legitimate problems and differences of opinion will arise between the City as an employer and the City’s employees. A carefully designed grievance process can help reduce employee dissatisfaction, improve morale, identify problems in the Department, and increase the positive perception employees have of the Department. Accordingly, management and supervisors will establish and maintain a work climate within which an employee’s grievance may be identified, presented, discussed and given fair, prompt consideration. An employee shall be assured freedom from restraint, interference, coercion, discrimination or reprisal. Management will provide reasonable time to employees for the purpose of preparing and presenting a grievance, and an employee has the right to representation of his/her own choosing and expense, at any level of review.

03 Grievance Procedures:

A. The Chief of Police is responsible for coordination of grievance procedures within the Department.

B. Union employees will follow the grievance instructions contained in their Agreement with the City. Non-union employees will follow the grievance instructions contained in Article 14 of the City Code.

C. A written grievance will contain at least:

1. A written statement of the grievance and the facts upon which it is based;
2. A written allegation of the specific wrongful act and harm done; and
3. A written statement of the remedy or adjustment sought.

D. In responding to grievances of non-union employees, the recipient of a grievance will:

1. Acknowledge receipt by noting time, date and name of person receiving the grievance;
2. Analyze the facts or allegations;
3. Affirm or deny in writing the allegations in the grievance, and
4. Identify the remedy or adjustments, if any, to be made.

E. Appeals: Appeals shall be in accordance with the provisions of the union contracts and the City Code, as appropriate.

04 Personnel Board: See the City Code, Article 15, for a description of the Board's composition, functions and criteria for appointment of members.

05 Maintenance and Control of Grievance Records: Such records are maintained in a locked file cabinet in the office of the Chief of Police.

06 Annual Analysis: Annually, the Chief of Police or designee will compile a documented analysis of grievances as a method to discover Department problems. If problems are discovered, steps will be taken to minimize the causes of such grievances in the future.

07 Additional Avenues for Grievances: Members of the Police Department may also file a grievance with the Fair Practices Team, see General Order 428, and with the EEO Consultant, see General Order 427.