

**11.01 Intent**

This process is intended to provide a method for employee complaints to be heard and acted upon by the appropriate authority in an appropriate time frame and fair manner.

**11.02 Grievance Process**

A grievance can be filed for work-related dissatisfaction. Grievances cannot be filed due to administrative policy, disciplinary oral warnings or performance evaluations (unless it is alleged that the evaluation was based on factor(s) other than performance).

Employees have the right to consult with representatives or counsel of their own choosing throughout the Grievance process. However, all meetings shall be limited to County Employees and/or those invited by the standing Grievance Committee.

Any Career Service or EMS employee having successfully completed the probationary period may grieve.

Temporary and probationary employees may pursue grievances only to the Division Director level.

An employee who voluntarily separates from County employment waives the right to initiate or process a grievance.

A grievance form with the appropriate steps to be taken is available to any Career Service or EMS employee from the supervisor or the Human Resources Division.

A grievance process must be initiated within five (5) days of the grievable action.

**11.02.1 Procedure: Grievance Process**

Most job related dissatisfaction or problems can be handled by the supervisor. The first step in resolving work related problems or dissatisfaction is always to attempt to resolve them with the immediate supervisor.

**Step 1**

A statement prepared by the employee identifying the issues is submitted to the supervisor on the appropriate form. (See Appendix O) Within three (3) working days of action there will be a meeting between the supervisor and the employee. The supervisor will document the resolution or the response to the allegations.

- A. A resolution will be forwarded through the chain of command to Human Resources. A resolution exists only when signed by both employee and supervisory/management employee.
- B. A response will be given back to the employee so they can decide whether to continue the process. In those instances where the problem cannot be resolved in this first step, the employee may continue the process accordingly.

**Step 2**

The employee will notify the supervisor, or Division Director, of the intent to continue the grievance process within twenty-four (24) hours of receipt of the response, by presenting the documented Grievance Form. A meeting will be scheduled between the employee and the Division Director. The immediate supervisor may attend if requested by the employee.

- A. Within five (5) working days of employee's intent to continue notification, the Division Director will present a resolution to Human Resources through the chain of command. A resolution exists only when signed by both employee and supervisory/management employee.
- B. A response will be given back to the employee so they can decide whether to continue the process. In those instances where the problem cannot be resolved in the second step, the employee may continue the process accordingly.

**Step 3**

The employee will notify the supervisor or the Division Director within twenty-four (24) hours of intent to continue and a meeting is scheduled between the employee and the Department Director.

- A. Within five (5) working days of the employee's intent to continue notification, the Department Director will present a resolution to Human Resources. A resolution exists only when signed by both employee and supervisory/management employee.
- B. A response will be given back to the employee so they can decide whether to continue the process. In those instances where the problem cannot be

**Step 4**

Should the employee want to continue the grievance process past line management review, the documented Grievance Form must be presented to Human Resources within twenty-four (24) hours of notification to employee of disposition. This may be done by the employee or by any member of the Management team who has participated in this process.

- A. Within five (5) working days of employee's notification of intent to continue, the Human Resources Director or designee will present findings and recommendation to employee and Line Managers.
- B. In those instances where the problem cannot be resolved in the fourth step, the employee may continue the process accordingly.

**Step 5**

Should the employee desire to pursue the final level of review, within three (3) working days of the date of the findings and recommendation of the Human Resources Director, the documented Grievance Form must be presented to Human Resources with an acknowledgment of this being the final review of the issue. Human Resources will contact the members of a standing Grievance Committee, the documentation in the case will be reviewed and the Committee will examine all facts to arrive at the final conclusion on the matter. The Committee will have ten (10) days to render their decision.

**11.03 Grievance Committee Make Up**

This committee will be made up of eight (8) Leon County employees from each of the following classes.

- 1 - Management Class Member    1 - Service Class Member
- 1 - Professional Class Member    1 - Technical Class Member
- 1 - Admin. Support Class Member    1 - Paraprofessional Class Member
- 1 - Skilled Craft Member    1- EMS Class Member

These members will serve in this capacity for a period of one year.

- A. Qualifications for Grievance Committee Membership**  
Documented performance meets standards for the past two years.

**11.03.1 Procedure: Process for appointment of Grievance Committee**

- 1. Nominations submitted with the approval of the candidate.
- 2. Candidate's background reviewed by Human Resources.
- 3. Listing and summary of employment of candidates are submitted to the County Administrator with a recommendation.
- 4. County Administrator will approve appointment.
- 5. A chairperson is determined by the Committee.