

# WINTER HAVEN POLICE DEPARTMENT

## GENERAL ORDER 25.1

### GRIEVANCE PROCEDURES

**ACCREDITATION STANDARDS: CALEA – 25.1.1, 25.1.2, 25.1.3; CFA 6.01, 6.02, 6.03**

**EFFECTIVE DATE: February 26, 1996**

**RESCINDS: G.O. 25.1, January 5, 2018 and all applicable Amended/Temporary Orders prior to February 4, 2019**

**LAST REVISED DATE: February 4, 2019**

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#### **CONTENTS**

This General Order contains the following numbered sections:

- I. Grievance Submission
  - II. Supervisor Responsibilities
  - III. Administrative Responsibilities
  - IV. Staff Responsibilities
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#### **POLICY**

This order specifies criteria for a formal method that allows members to resolve grievances fairly and expeditiously.

#### **PURPOSE**

The purpose of this order is to establish a grievance process that will reduce members dissatisfaction, improve morale, identify problems, and increase the positive perception members have of the Department.

#### **SCOPE**

This order shall apply to all Department members.

#### **PROCEDURES**

##### **I. Grievance Submission**

- A. Grievances involving disciplinary actions including suspension, demotion and termination shall occur in accordance with the City of Winter Haven's grievances process procedure as outlined in the City of Winter Haven Personnel Policy and Procedure Manual (section 4.21 Grievances Process). All other grievances shall be processed in accordance with this General Order. (CALEA 25.1.1 a) (CFA 6.01a)

- B.** All regular members who have been the subject of adverse action which they believe was discriminatory or is otherwise aggrieved as a result of action taken by the Winter Haven Police Department or the City of Winter Haven in interpreting or applying provisions of the personnel policies shall have the right to submit a grievance. (CALEA 25.1.1 a)
- C.** All members shall present the grievance in written memorandum form to document and control the grievance. A grievance must contain certain elements to include: (CALEA 25.1.1 c)(CFA 6.01c)
  - 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 grievance and remedy or adjustment sought.
- D.** Members must address their grievances with their immediate supervisor within seven calendar days from the time the matter of the grievance occurred, or became known to the member. Time limits specified in this directive may be extended upon mutual consent. (CALEA 25.1.1 b)

## **II. Supervisor Responsibilities**

- A.** The supervisor shall do the following: (CALEA 25.1.1 d)(CFA 6.01b,d)
  - 1. Acknowledge receipt by noting date, time and person receiving the grievance;
  - 2. Within 72 hours, arrange to discuss the grievance with the member;
  - 3. Analyze the facts or allegations;
  - 4. Within three working days affirm or deny, in writing, the allegations contained in the grievance; and
  - 5. Identify the remedy or adjustments, if any, to be made.
- B.** Per City Policy 4.21 Grievances, All supervisors and Department Directors shall arrange to discuss a problem or question of any kind with the employee making the request, within 72 hours after the request has been reported to that supervisor or Division Director. If this is not possible, due to illness, leave(s) for any reason, etc., the acting supervisor shall do so.

Failure of any Department Director to meet with and discuss any problem or question within the 72 hours automatically gives the employee the right to register the problem or question with the City Manager. The City Manager may appoint a designee to meet with the proper supervisor or Department Director to address and resolve the matter. (CALEA 25.1.1 d)

## **III. Administrative Responsibilities**

- A.** If the member is not satisfied with the reply, they may then bring the matter to the attention of their respective Bureau Commander within three working days after receipt from the immediate supervisor. The Bureau Commander shall then follow the steps listed above in II A 1-5. (CALEA 25.1.1 b, d)(CFA 6.03)

- B. If the grievance is not settled by the Bureau Commander, the member may then bring it to the attention of the Chief of Police within three working days after receipt from the Bureau Commander. The Chief of Police or their designee shall then follow the steps listed above in II A 1-5. (CALEA 25.1.1 b, d)
- C. If the grievance is not settled by the Chief of Police, the member may present their grievance to the City Manager within three working days after receipt from the Chief of Police. (CALEA 25.1.1 b, d)
- D. At any time during the course of the grievance process, the member, at their option, may be accompanied by another City employee, as a witness to the proceedings. (CALEA 25.1.1 e)
- E. No punitive action will be taken against any member as the result of the filing of a complaint/grievance, nor will any attempt be made to suppress either the filing of a complaint/grievance by a member who feels the need to initiate the same, or to take such a matter through all the steps as outlined.

**IV. Staff Responsibilities**

- A. The Internal Affairs member is responsible for the coordination of grievances and shall conduct an annual analysis of grievances to serve as a management tool in identifying problems within the agency, which must be addressed. A report of the completed analysis will be made available to the Chief of Police or their designee. (CALEA 25.1.2, 25.1.3)(CFA 6.02)
- B. All written records involved in the grievance process after completion shall be forwarded to the Internal Affairs member for filing. These records shall be maintained in a secure file storage area. (CALEA 25.1.2)

APPROVED



**Charles E. Bird  
CHIEF OF POLICE**