



GREENVILLE COUNTY
SHERIFF'S OFFICE

GO - 113

GENERAL ORDERS

GRIEVANCE PROCEDURES

PURPOSE:

The Greenville County Sheriff's Office grievance policy allows all employees to resolve grievances fairly and expeditiously.

PROCEDURE:

GRIEVANCE – A grievance is any matter involving interpretation, application or enforcement of any Sheriff's Office or county policy. Deputies and employees may bring grievances only in their own behalf for redress alleged of wrongs.

The Sheriff is the ultimate arbiter of employee grievances.

TIME LIMITATIONS in the grievance process are absolute. The failure of a superior ranking deputy or supervisor to forward a grievance through the process in a timely fashion may result in disciplinary action. Failure to forward a grievance in a timely fashion is to be reported to the Sheriff by the grieving party. The Sheriff will evaluate the circumstances surrounding the issues and will decide to hear the grievance personally or to delegate to a designee.

GRIEVANCE PROCESS – The process consists of five steps. The Administrative Services Commander, assigned to Personnel, is to monitor the progress of the grievance from Step Two through Step Five. Copies of written grievances are forwarded to the Commander of Administrative Services subsequent to the procedures in step two. An employee may skip steps as needed to begin the process with the supervisor or commander involved in the grievance; for example, if a captain disciplines an employee, the employee would not file the grievance with his or her sergeant. The grievance process would begin with the Captain.

STEP ONE -

1. The aggrieved party is to meet with his/her immediate supervisor within seven calendar days of the grievance event or within seven calendar days from the date the aggrieved party receives notice of the grievance event.
2. The aggrieved party's immediate supervisor is to hear and evaluate the grievance, and is to then produce an equitable remedy. This remedy shall be orally communicated to the aggrieved party within five calendar days.

STEP TWO -

If the grievance cannot be resolved at Step One, the aggrieved party is to submit a written grievance, within five calendar days of the oral response, to the same supervisor.

Written grievances must contain the following elements:

- A clear statement of the grievance and facts on which it is based.
- The alleged violation of the rule, regulation, or procedure, and the harm suffered by the aggrieved.
- The remedy or adjustment sought.
- The signature of the aggrieved and the date of submission.

The aggrieved party's supervisor is to respond in writing within five calendar days after receipt of the written grievance.

Written responses must contain:

- An acknowledgement or denial of the facts on which the grievance is based.
- A detailed analysis of the alleged violation.
- A statement acknowledging or refuting the allegations in the grievance.
- Any remedy or adjustment to be made.
- The signature of the supervisor and date of response.

At this and subsequent steps, supervisors are strongly encouraged to meet with the aggrieved and any other parties to facilitate resolution of the grievance.

STEP THREE -

If the grievance is not resolved with the use of the previous steps, the aggrieved party may submit a written grievance, with a complete copy of the documents submitted in Step Two, to the next highest-ranking supervisor, in the chain of command, within five calendar days. This supervisor is to respond within five calendar days from the date of receipt.

STEP FOUR –

If the grievance is not resolved in Step Three, the aggrieved party may submit a written grievance (with the documents submitted in the previous steps) to his/her Division Commander within five calendar days. The Division Commander is to respond in writing to the grievance within five calendar days.

STEP FIVE -

If the grievance is not resolved in Step Four, the aggrieved may submit a written grievance (including all the documents submitted / received from the previous steps) to the Sheriff. *The Sheriff constitutes the final authority in all grievance matters.*

The Sheriff may convene a Conduct and Procedures Review Board to review selected grievances. At this step, an employee may request a Conduct and Procedures Review Board by submitting a written request to the Sheriff.

NOTE - An aggrieved party is not automatically entitled to a meeting with a Conduct and Procedures Review Board. The board is with the consent of the Sheriff.

GRIEVANCE RECORDS:

Grievance records are highly sensitive. To ensure grievance record confidentiality, the following procedures are to be strictly followed:

- A copy of all grievance-related records shall be forwarded to the Administrative Services Commander of Personnel.
- The Administrative Services Commander of Personnel shall maintain a file of all submitted grievances and related documents.
- Only the Sheriff, division commanders, and lieutenants have access to grievance records. The Administrative Services Commander of Personnel controls and monitors access of grievance files.

GRIEVANCE RECORDS ANNUAL ANALYSIS:

The Administrative Services Commander of Personnel shall conduct a documented analysis of grievances to determine if the records reveal trends that indicates a need for administrative action. This annual report is submitted to the Sheriff and division commanders.



Hobart Lewis, Sheriff