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. Employees may bring grievances only on their own behalf for perceived wrongdoings directly against them.

The Sheriff is the ultimate arbiter of employee grievances.

NOTE: Terminated employees see General Order 110 – Conduct and Procedures Review Board.

T**IME 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 Captain, 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 Captain 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 Captain 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 –
The aggrieved party is to submit a written grievance, within five calendar days, to the next supervisor in the chain, not to include the disciplining 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 TWO -
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 One, 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 THREE –
If the grievance is not resolved in Step Two, or the grievance has reached a twenty day limit, the aggrieved party may submit a written grievance (with the documents submitted in the previous steps) to his/her Captain within five calendar days. The Captain is to respond in writing to the grievance within five calendar days. The Captain will make the final determination as to the remedy or lack thereof in this grievance procedure.

STEP FOUR -
If the grievance is not resolved in Step Three, the aggrieved may submit a written request (including all the documents submitted / received from the previous steps) to the Sheriff for a Conduct and Procedures Review Board. *The Sheriff constitutes the final authority in all grievance matters.*

The Sheriff may then convene or not convene a Conduct and Procedures Review Board to review selected grievances.

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. If the Captain is the subject of the grievance procedure the Major of that division will be the final step of the process.*

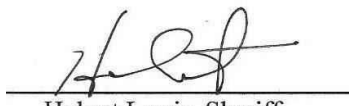
GRIEVANCE RECORDS:

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 Captain of Personnel.
- The Administrative Services Captain 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 Service Captain of Personnel controls and monitors access of grievance files.

GRIEVANCE RECORDS ANNUAL ANALYSIS:

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



Hobart Lewis, Sheriff