


Rockville City Police Department

GENERAL ORDER

Subject GRIEVANCES		Procedure G.O. # 2 - 7	
Authorizing Signature 	Effective Revised	02-01-03 10-15-19	Total Pages 6

I. POLICY

- A. It is the policy of the Rockville City Police Department to provide a means whereby employees may discuss problems freely with supervisors, and to provide a procedure for the presentation and mutual adjustment of points of disagreement that arise between employees and their supervisors. Whenever possible, disputes should be resolved informally at the lowest level in the employee's chain of command. All employees are encouraged to bring questions involving their duties or City policy to their supervisor. Positive efforts must be made by both the supervisor and the employee during these discussions to resolve issues raised by the employee.
- B. Employees have the right to present their complaints in accordance with these prescribed procedures for resolution without threat of discrimination, coercion, recrimination, restraint, or reprisal.
- C. Police Department employees who are classified as civilian personnel will follow the policy and procedures set forth in the City of Rockville Personnel Policies and Procedures Manual.

II. PURPOSE

- A. The purpose of this General Order is to provide guidelines for employee grievance procedures and supervisor responsibility in grievance procedures. The Department recognizes that every employee has the right to be treated fairly in matters arising from employment in this agency; that each employee should have the opportunity to be heard any time his or her right to fair treatment has been violated; and that a carefully designed grievance process can help reduce personnel dissatisfaction and identify problems in the organization.
- B. The provisions of this General Order do not apply to any matter, which has been or is being addressed under the provisions of the Law Enforcement Officers Bill of Rights (L.E.O.B.R), as set forth in the Maryland Code as amended.

III. GENERAL

- A. A grievance is a claim or complaint based upon an event or condition which affects the circumstances under which an employee works, allegedly caused by misinterpretation, unfair application, or lack of established policy pertaining to employment conditions. In general, a properly grievable matter is one arising from improper implementation of the policies, procedures, regulations, or operating orders.
Other properly grievable matters include, but are not limited to, the existence of hazardous or unhealthy working conditions, or the improper conduct during work hours of fellow

employees which poses a threat to the health or well-being of others. This list, while not exhaustive, will serve as a guide in defining possible causes of complaint.

- B. The Department's procedures for resolving differences between officers and management include, but are not limited to, the following:
1. **Informal**

A procedure whereby the grievance is resolved verbally between the employee and immediate supervisor.
 2. **Formal**

A procedure whereby the grievance is reduced to writing under established time limitations for presenting the grievance and established procedural steps and time limitations at each step.
 3. **Officer representation**

The officer may be represented by their FOP representative and/or attorney.
- C. Whenever possible, every effort is made to resolve differences in interpretation or application of rules, regulations, and procedures at the informal level.
- D. The Chief of Police, or the Chief's designee, is responsible for the coordination of the grievance procedures within the Department.
- E. When an officer or group of officers has a claim or complaint concerning a condition of day to day operations, i.e. work schedule, time off, secondary employment, etc. with the City, the successive steps as outlined in section IV are to be taken. The number of days indicated at each level should be considered as the maximum number of days, unless provided otherwise, and every effort should be made to expedite the process.
- F. As the written grievance proceeds through the various steps of the process outlined in section IV, each person receiving the grievance will:
1. Acknowledge receipt of the grievance by noting time, date, and the name of the person receiving the grievance.
 2. Analyze the facts or allegations.
 3. Affirm or deny the allegations in the grievance.
 4. Identify the remedy or adjustments, if any, to be made.
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- G. Any decision in the grievance process that is not appealed within the time prescribed, will be considered final and the matter will be closed.
- H. In extenuating circumstances, the time limits may be extended by mutual consent, in writing, by the officer and the Chief of Police.

IV. PROCEDURES FOR SWORN POLICE OFFICERS

- A. A formal grievance must be written on the Rockville City Police Grievance Form. The following information must be included:
 - 1. A statement of the grievance and the facts upon which it is based.
 - 2. An account of the specific wrongful act and harm done, including the specific General Order/Policy/Rule claimed to be violated.
 - 3. A statement of the remedy or adjustment sought.
- B. The officer will present the grievance to their immediate supervisor no later than fifteen (15) calendar days of the date on which they could have reasonably been expected to know of the events or conditions, which led to or provide the basis for the grievance.
- C. The immediate supervisor will review and respond to the officers no later than (10) business days from the date on which the grievance is presented to them.
- D. If a satisfactory resolution is not obtained at this stage, the officer or their representative may submit the grievance in writing to the Bureau Commander no later than ten (10) business days of the immediate supervisor's reply.
- E. The Bureau Commander will review and reply in writing within ten (10) business days after receipt of the written grievance.
- F. If a satisfactory resolution is not obtained at this stage, the officer or their representative may submit the grievance in writing to the Chief of Police no later than ten (10) business days of the Bureau Commander's reply.
 - 1. The officer and his/her representative, if applicable, shall meet with the Chief of Police, the officer's immediate supervisor, the Bureau Commander and the Deputy Chief may also attend the meeting if available. The meeting will occur no later than ten (10) business days from the date upon which the grievance is presented to the Chief of Police.

2. A decision will be made by the Chief of Police and communicated to the officer, in writing, within ten (10) business days after the meeting.

G. In case of a termination that does not involve the L.E.O.B.R., the Chief's decision may be appealed to the City Manager following the Step 2 grievance procedure found in the City of Rockville Personnel and Procedures Manual. The Step 2 decision shall be the final administrative level for hearing all grievances.

V. GRIEVANCE RECORDS

A. Copies of all grievances and all responses shall be furnished to the Human Recourses Director at each step of the process.

B. The Chief's Administrative Assistant is responsible for logging each grievance in the Grievance Log. The following information will be logged:

1. The date of the grievance
2. The name of the officer filing the grievance
3. A brief synopsis of the grievance
4. A file number. (i.e., 92-01)

C. To control access to Departmental records concerning officer grievances they are maintained in a locked file due to their sensitivity. These files are open to inspection as outlined by state and local statutes.
