


**FLORIDA FISH AND WILDLIFE
CONSERVATION COMMISSION**

**DIVISION OF LAW ENFORCEMENT
GENERAL ORDERS**

COLONEL JULIE JONES



TITLE	GRIEVANCE PROCESS	EFFECTIVE DATE	December 16, 2008	
CHAPTER	GENERAL ORDER 28	RESCINDS/AMENDS	July 21, 2008 IPM 08-08	
APPROVED			PAGES	3

**1
POLICY**

A It is the policy of the Division of Law Enforcement to provide a grievance procedure, which affords a member the opportunity to contest actions in a formal manner.

B Definitions

- (1) **Grievance** – Section 110.227(4), Florida Statutes, defines a grievance as the dissatisfaction that occurs when an employee believes that any condition affecting the employee is unjust, inequitable, or a hindrance to effective operation.
- (2) **Grievance** – Article 6, Section 1 of the current Collective Bargaining Agreement for sworn members states the following: *“Grievance” shall mean a dispute involving the interpretation or application of the specific provisions of this Agreement, except as exclusions are noted in this Agreement.*
- (3) **Grievant** – Any Career Service employee of the Florida Fish and Wildlife Conservation Commission, Division of Law Enforcement, who has permanent status in their current class at the time of filing and has filed a grievance in accordance with the provisions of this procedure.

**2
RESPONSIBILITIES**

A All members are required to follow the grievance process procedures and timelines as given in this General Order and/or the applicable Collective Bargaining Agreement in order to maintain the integrity of the grievance process.

- A** The following are the three methods of presenting and proceeding with a grievance in the Division of Law Enforcement.
- (1)** Career Service:
 - (a)** Step 1: The employee must submit a signed written grievance using the FWC Career Service Grievance Form to his or her immediate supervisor with seven (7) calendar days following the occurrence of the event giving rise to the grievance. If the immediate supervisor is absent from the workplace for three or more days of the seven-day period, the employee may submit the form to any chain-of-command supervisor or to the Director of Human Resources. It is the employee's responsibility to ensure the form is received within the seven-day period by receiving written or verbal acknowledgment from the person authorized to receive the grievance.
 - (b)** A chain-of-command supervisor must meet with the employee, either in person or telephonically, to discuss the grievance within five (5) business days following receipt of the grievance. The supervisor shall provide a written response to the Grievant within fourteen calendar days, with a copy of the grievance and response forwarded to the Director of Human Resources at the time response is made. If necessary, supervisors may request the Director of Human Resources extend the response time up to an additional fourteen calendar days.
 - (c)** Step 2: If the employee is dissatisfied with the response of his or her supervisor, the employee may submit the written grievance to the Director of Human Resources within two (2) business days following receipt of the written response at Step 1. The Director will meet with the employee, either in person or telephonically, to discuss the grievance within five (5) business days following receipt of the grievance. The Director of Human Resources will respond in writing to the employee within five (5) business days following the meeting. The written decision shall be the final and binding decision and may not be grieved beyond Step Two.
 - (d)** The FWC's Director of Human Resources is responsible for coordinating the Career Service grievance process, as appropriate.
 - (2)** Sworn Law Enforcement Collective Bargaining Agreement: Sworn officers have the option of filing a grievance through the Career Service method, or through the active Collective Bargaining Agreement for bargaining unit members. The Director, or designee, is responsible for coordinating the grievance process under this Collective Bargaining method.
 - (3)** Non-Sworn Civilian Collective Bargaining Agreement: Civilian personnel have the option of filing a grievance through the Career Service method, or through the active collective bargaining agreement, if applicable. The Director, or designee, is responsible for coordinating the grievance process under this Collective Bargaining method.
- B** Responding to Grievances: All grievances will be received and processed as specified in this policy or the respective Collective Bargaining Agreement. At the minimum, there will be a notation on the grievance from the Respondent noting the date and time of receipt, and who received the grievance. In addition, the allegations will be affirmed or denied in writing, as well as the remedy or adjustment, if any, to be made to resolve the grievance.
- C** All grievances filed in accordance with Collective Bargaining Agreements may be appealed through the process afforded through each respective agreement.
- D** Grievance records are under the control of and maintained by the FWC's Director of Human Resources or designated staff.
- (1)** All grievances will be maintained in the member's FWC personnel file.

- (2) Requests for access to grievance records shall be granted in accordance with Chapter 119, Florida Statutes and the Commission's Internal Management Policies and Procedures (IMPP) Chapter 1.7, *Commission Records*.
- (3) Grievance Records shall be retained in accordance with General Records Schedule GS1-SL for State and Local Government Agencies.

4 FORMS

FWC Career Service Grievance Form