



Florida Fish and Wildlife Conservation Commission
Division of Law Enforcement

GRIEVANCE PROCESS

GENERAL ORDER	EFFECTIVE DATE	RESCINDS/AMENDS	APPLICABILITY
28	June 09, 2020	May 09, 2019	All Members

References

S. 110.227(4) and 119 F.S.; IMPP 1.7; CFA 6.01M, 6.02, 6.03, 7.06, 11.06

1 POLICY

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

B Definitions

- (1) **Career Service Grievance** – Section 110.227(4), Florida Statutes, defines a career service 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) **Career Service Grievant** – Any Career Service employee of the Florida Fish and Wildlife Conservation Commission's 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 General Order.
- (3) **Collective Bargaining Contract Grievance** – "Grievance" shall mean a dispute involving the interpretation or application of the specific provisions of the applicable collective bargaining agreement, except for exclusions noted in the applicable collective bargaining agreement.
- (4) **Collective Bargaining Grievant** – Any employee of the Florida Fish and Wildlife Conservation Commission's Division of Law Enforcement whose classification is covered under a collective bargaining agreement.

2 RESPONSIBILITIES

A Members are required to follow the grievance process outlined in this General Order and/or the applicable Collective Bargaining Agreement to maintain the integrity of the grievance process. Grievances filed outside the required timeframes will be denied based on untimely filing.

3 PROCEDURES

- A** The following outlines the process for presenting and proceeding with a grievance in the Division. The Division Director, or designee, is responsible for coordinating the grievance process under this Collective Bargaining method.
- (1)** Career Service Grievance:
- (a)** Step 1: The employee must submit a signed written grievance using the FWC Career Service Grievance Form to his or her immediate supervisor within fourteen (14) 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 fourteen-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 fourteen-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 and provide a written response within seven (7) business days following receipt of the grievance. A copy of the grievance and response must be forwarded to the Director of Human Resources at the time response is made.
 - (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 seven (7) business days following receipt of the written response at Step 1. The Director, or their designee, 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 or designee 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.
- (2)** Collective Bargaining Contract Grievance:
- (a)** Employees covered under a collective bargaining agreement may submit a grievance in accordance with the provisions outlined in the applicable collective bargaining agreement.
 - (b)** All grievances filed in accordance with collective bargaining agreements may be appealed through the process provided in the applicable agreement.
- 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 written response will affirm or deny the grievance, state the basis for the denial, if applicable, or identify the remedy or adjustment to be made to resolve the grievance.
- C** Grievance records are under the control of and maintained by the FWC's Director of Human Resources or designated staff.
- (1)** 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.
 - (2)** Grievance Records shall be retained in accordance with General Records Schedule GS1-SL for State and Local Government Agencies.

4 FORMS

FORM NUMBER	FORM TITLE
FWC Career Service Grievance Form	This form can be obtained from the FWC Office of Human Resources or accessed at the Human resources Portal Site: http://portal2.fwc.state.fl.us/sites/HR/HR%20Forms/Forms/AllItems.aspx
Collective Bargaining Grievance Form	Available through the appropriate bargaining representative (i.e. Police Benevolent Association, American Federation of State, County, and Municipal Employees, or the Federation of Physician and Dentists, SES Supervisory Non-Professional Unit)