

# GENERAL ORDER

G.O. 3-251

**SUBJECT: GRIEVANCE PROCEDURES**



DATE EFFECTIVE: 01/01/07
DATE WRITTEN: 5/10/06 DAB Amended 04/05/16
AMENDS: New
DISTRIBUTION: ALL PERSONNEL
A.S. 2.6.14 3.3.21 3.3.22
ADMIN: Signature On Issue
SIGNATURE:
INDEX: PERSONNEL ACTIONS, EMPLOYEE DISSATISFACTION PROCESS

**I. PURPOSE AND RESPONSIBILITY:**

- A. Purpose: To set the policy and establish procedures for employee grievances at the Monroe Police Department.
- B. Responsibility:
  - 1. It will be the responsibility of the Chief of Police to respond to written grievances from sworn Department employees in a timely manner and in accordance with collective bargaining agreements between the Town of Monroe and the authorized, recognized organization representing sworn Department employees.
  - 2. It will be the responsibility of the First Selectman, or his designee, to respond to written grievances from civilian Department employees in a timely manner and in accordance with collective bargaining agreements between the Town of Monroe and the authorized, recognized organization representing civilian Department employees.
  - 3. It will be the responsibility of the Chief of Police to cause an annual analysis of all grievances to identify trends and causative factors.

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**II.     DISCUSSION:**

- A.     This general order deals with formal employee grievances, which are documented and submitted in written form. Good management practices recognize that a carefully designed grievance process can help reduce personnel dissatisfaction, improve morale, identify problems in the organization, and increase the positive perception employees have of the organization. It is intended that employees of this Department have the opportunity for unobstructed use of grievance procedures outlined in their respective collective bargaining agreements.

**III.    DEFINITION:**

- A.     GRIEVANCE: A dispute arising between the parties concerning the application, meaning or interpretation of an (collective bargaining) agreement.

**IV.    POLICY:**

- A.     It will be the policy of the Monroe Police Department to recognize the provisions of collective bargaining agreements and to respond to grievances filed by Department employees in accordance with such agreements and laws.

**V.     PROCEDURES:**

A.     GRIEVANCES:

- 1.     Grievance procedures for Department employees are outlined in the following particular documents:
  - a.     Article XVI of the Agreement Between the Town of Monroe and Council #4 AFL-CIO, Local #1775: Permanent, full time, sworn police officers, police sergeants and police lieutenants;
  - b.     Article VI of the Agreement Between the Town of Monroe and Chapter 136-1, Local 136, I.F.P.T.E. : Permanent, full time civilian employees.
- 2.     The above documents specify grievance procedures, which include the following:

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- a. Identifying matters that are grievable and the level to which the grievance may be filed or appealed;
  - b. Establishing time limitations for filing or presenting the grievance;
  - c. A description of the type of information to be submitted when filing a grievance;
  - d. Establishing procedural steps and time limitations of each step in the grievance procedure; and
  - e. Establishing criteria for employee representation.
- B. GRIEVANCE RESPONSIBILITY: The Chief of Police or the command officer designated by the Chief of Police shall be responsible for the coordination of the procedures regarding grievances filed by sworn Department employees. The First Selectman or his designee shall be responsible for the coordination of the procedures regarding grievances filed by civilian Department employees.
- C. GRIEVANCE RECORDS: The Chief's Executive Assistant will be responsible for the maintenance and control of grievance records filed by sworn Department employees. Grievance records will be secured in the Chief of Police office. No one, other than the Chief of Police and the Chief's Executive Assistant, will have access to these records without the expressed permission of the Chief of Police. The First Selectman or his designee will be responsible for the maintenance and control of grievance records filed by civilian Department employees.
- D. GRIEVANCE ANNUAL ANALYSIS: The Chief of Police shall cause an annual analysis of all grievances filed by Department personnel as a management tool, to identify trends and causative factors. The findings will be discussed at staff meetings.

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**HISTORICAL POLICY CHANGES**

April 5, 2016 – Page 2, Section V-A1, all references to Council #15 were changed to Council #4.