

POLICE DEPARTMENT HANOVER PARK, ILLINOIS



DIRECTIVE: 131-A

REFERENCE STANDARDS: 22.4.1 22.4.2 22.4.3

SUBJECT: Grievance System

PURPOSE: The Hanover Park Police Department recognizes the legitimate need for a structured process for reviewing employee grievances. Employees must have the means to bring to the attention of management issues of concern. Properly conducted, the resolution of grievances can result in improved employee morale and greater job satisfaction.

POLICY: It is the policy of the Hanover Park Police Department to resolve grievances at the lowest organizational level possible and to always comply with Village Rules and Regulations requirements and the current labor contract in effect in processing grievances.

Definition: Village of Hanover Park Personnel Rules and Regulations: “A grievance shall be defined as a claim initiated by an eligible employee alleging his/her employment has been adversely affected by unfair treatment, unsafe or unhealthy working conditions, or erroneous or capricious interpretation or application of Village policies or procedures.”

Collective Bargaining Unit: “A grievance is any dispute or difference of opinion between a Police Patrol Officer covered by this Agreement and the Village, with respect to the meaning, or application of the express provisions of this agreement except that management rights, as set forth in the agreement, are not challengeable as a grievance.”

I. GRIEVANCE PROCEDURE FOR NON-COLLECTIVE BARGAINING UNIT EMPLOYEES (22.4.1d)

The following procedures apply to those employees who are not covered by a collective bargaining agreement that contains a grievance-arbitration procedure. Also, this process does not necessarily apply to reports of sexual harassment or employment discrimination, as more fully explained in Section 1.6 of the Village Personnel Rules and Regulations. An employee wishing to complain about sexual harassment can directly address concerns to the Human Resource Director.

- A. Employees are expected to make every effort to discuss problems promptly with their direct supervisors as problems arise. However, it is recognized that certain issues may not be resolved in this manner and, therefore, a formal written procedure is hereby established for employees to pursue such matters.

- B. Recognizing that any grievance should be raised and settled promptly, a grievance must be raised within seven (7) calendar days of the first event giving rise to the grievance.
- C. The grievance process shall be as follows: (22.4.1a)
 - 1. Step 1 - Written to Direct Supervisor
 - a. The employee shall submit a written grievance for each specific incident and shall relate the date and time of the incident, the specific violations and facts relating to the incident, and the relief sought by the employee. (22.4.1c)
 - b. The grievance shall be submitted within the time limits set forth above and filed with the employee's direct supervisor, unless mutually agreed in writing to initiate the grievance at a higher level in the process.
 - c. The supervisor shall be responsible for making inquiry into the facts and circumstances of the grievance and providing the employee with a written decision within seven (7) calendar days after receipt of the written grievance.
 - 2. Step 2 - Appeal to Department Head
 - a. If the employee is not satisfied with the decision of his/her direct supervisor, the written grievance may be appealed to the employee's Department Head within seven (7) calendar days of receipt of the direct supervisor's written decision. (22.4.1b)
 - b. The Department Head shall make a separate investigation, review prior actions and provide the employee with a copy of his/her written decision within seven (7) calendar days after receipt of the grievance.
 - 3. Step 3 - Appeal to the Village Manager
 - a. If the decision of the Department Head does not satisfy the employee, a written request for a review of the grievance may be made to the Village Manager. Said request must be submitted within seven (7) calendar days of the employee receiving the Department Head's written decision.
 - b. The Village Manager shall render in writing his findings and decision within fourteen (14) calendar days after receiving the request for a review. The decision of the Village Manager is final.
- D. No grievance shall be entertained or processed unless it is filed within the time limits set forth above. If a grievance is not appealed within the time limits, it shall be deemed settled on the basis of the last answer of the Village. If the Village fails to provide an answer within the time limits so provided, the employee may immediately appeal to the next step in the procedure. The parties may mutually agree in writing to extend any time limits.
- E. The above-described grievance procedure shall not apply in the appeal of dismissal, suspension, demotion or actions as covered by the Village of Hanover Park Personnel Rules and Regulations. In these cases, the Personnel Rules shall apply.

II. GRIEVANCE PROCEDURE FOR COLLECTIVE BARGAINING UNIT EMPLOYEES

- A. The procedure set forth under the current Collective Bargaining Agreement shall be adhered to for all employees covered by said Agreement. (22.4.1e)

III. COORDINATION OF THE GRIEVANCE SYSTEM (22.4.2) (22.4.3)

- A. The Office of the Chief of Police shall have the responsibility to coordinate summary information on all grievances presented. (22.4.2)
 - 1. The Administrative Secretary of the Chief of Police shall maintain a log of all such grievances which shall include name of the aggrieved employee, date of the appeal, name of those accused in the grievance, brief description of the allegation, final action taken, number of days required to resolve.
- B. The Chief of Police, in coordination with the Human Resource Department, shall annually tabulate and analyze grievance data from the Grievance Log to identify issues or patterns of behavior that, if impacted, may reduce the number of grievances. Analysis of supporting policies and practices shall also be included in the documented annual analysis. (22.4.3)