

**Chapter 11**  
**GRIEVANCE PROCEDURES**

**11.1 GRIEVANCE PROCEDURE**

A written directive establishes a grievance procedure, including:

- A. Identifying matters that are grievable, i.e., scope;
- B. Establishing time limitations for filing or presenting the grievance;
- C. Establishing procedural steps and time limitation at each step in the grievance procedure;
- D. Establishing criteria for employee representation; and
- E. Identifies the position or component within the agency responsible for coordination of grievance procedures.
  - *Copy of Policy and Procedure with above information highlighted.*
  - *Copy of City Ordinances.*
  - *Copy of FOP Contract or Collective Bargaining Agreement.*

## 11.2 CONTENTS OF GRIEVANCE

A written directive requires that any grievance include:

- A. A written statement of the grievance and the information upon which it is based;
- B. A written specification of the alleged wrongful act and resultant harm; and
- C. A written description of the remedy, adjustment, or other corrective action sought.
  - *Copy of Policy and Procedure with above information highlighted.*