

**TYLER POLICE DEPARTMENT  
GENERAL ORDERS**

**GRIEVANCE PROCEDURES**

**03.700**

**REVISED: 02/15/02**

**EFFECTIVE 01/18/99**

**03.701 INTRODUCTION**

It is the intent of the Tyler Police Department to establish this procedure for fair, expeditious, and orderly adjustment of grievances. Grievances will remain confidential between the aggrieved employee and all others directly involved in the resolution of the grievance.

**03.702 PROCEDURES**

- A. Matters that are grievable must be job related and may include, but are not limited to, unfair treatment, discrimination or working conditions. Sexual harassment allegations are not grievable and are investigated pursuant to the City of Tyler Administrative policies and police department General Order 03.300. Wages, work hours, demotions, suspensions, dismissals, or layoffs are not grievable. Employees may take matters to the Chief of Police through the Chief's "Open Door" policy and/or utilize the grievance process.
- B. Employees are encouraged to first discuss job related questions with the employee's immediate supervisor and other Supervisors within the chain of command, when appropriate, for possible resolution at that level. If the issue is not resolved during the discussion with the immediate supervisor, the employee may file a grievance.
- C. The aggrieved employee is responsible for instituting the first step of the process within 10 working days after the employee becomes aware of the situation or can be reasonably expected to be aware of it. Time limits may be waived with the mutual consent of both parties where just cause for the delay exists. Failure to submit the grievance in accordance with stated time limits, or to appeal the grievance to the next level without a time limit waiver, constitutes abandonment of the grievance. A grievance may be terminated at any time upon receipt of a signed statement from the employee.
- D. All grievances shall be submitted on the Tyler Police Department Grievance Form by the concerned employee and is directed to the employee's immediate supervisor. The grievance form shall include:
  - 1. A written statement of the grievance and the facts upon which it is based, and
  - 2. The written allegation of the specific violation and harm done, and
  - 3. A written statement of the remedy or adjustment desired.
- E. The immediate supervisor will acknowledge receipt of the grievance by noting the time and date, and by signing the form. The employee's immediate supervisor will consult with the chain of command through the Division Commander. Each commander will make comments on the grievance form. Within 5 working days of receipt of the grievance, the employee's immediate supervisor will meet with the employee to discuss the problem and render, in writing, a decision and basis for it. The grievance file will be forwarded to the Integrity Unit for file maintenance and security.
- F. If the employee wishes to appeal the grievance further, the grievance must be submitted to the Chief of Police within 5 days of the supervisor's decision. The Chief of Police will meet with the employee within 10 working days of receipt of the grievance to discuss the problem and render, in writing, a decision and basis for it. The Chief of Police's decision is final. The Chief will forward the grievance file to the Integrity Unit for file maintenance and security.

**03.703 EMPLOYEE REPRESENTATION**

Employees are not entitled to representation by legal counsel during grievance proceedings, however, the employee are allowed to have a non-participating representative with them during the proceedings.

**03.704 COORDINATION OF THE GRIEVANCE PROCESS**

The Chief of Police or the Chief's designate is responsible for coordinating the grievance process. A copy of each step in the grievance process is to be forwarded to the Chief of Police and the Integrity Unit.


**03.705 FILE MAINTENANCE AND SECURITY**

The Integrity Unit shall maintain a separate and secure file for all employee grievances. Access to these files requires approval by the Chief of Police or the Chief's designate.

**03.706 ANNUAL REVIEW**

Annually, all grievances filed during that year will be reviewed and analyzed to identify specific problem areas or patterns. The Integrity Unit will conduct the analysis and submit the findings to the Chief of Police.

Approved: 02/01/02

  
Gary M. Swindle  
Chief of Police