


FLORIDA HIGHWAY PATROL POLICY MANUAL

	SUBJECT GRIEVANCE PROCEDURES	POLICY NUMBER 8.04
		ISSUE DATE 02/01/96
		REVISION DATE 02/13/19
		TOTAL PAGES 3

8.04.01 PURPOSE

To provide agency procedures for career service employees to bring work-related concerns to the attention of supervisors and provide for the resolution of grievances in a fair, equitable, and expeditious manner.

8.04.02 AUTHORITY

Chapter 110, Florida Statutes, State Employment
 Policy #5.07, DHSMV Policy
 Applicable Collective Bargaining Agreements

8.04.03 POLICY

It is the policy of the Florida Highway Patrol to provide a mechanism through which employees can communicate work-related concerns to supervisors and to have those concerns fairly and expeditiously addressed.

8.04.04 DEFINITIONS

ANALYSIS – A systematic, structured process for dissecting an event into its basic parts to identify any patterns or trends. Analysis should reveal patterns or trends that could be predictive or could indicate program effectiveness, training needs, equipment upgrade needs and/or policy modification needs.

8.04.05 OBJECTIVES

To ensure that employees are able to bring work-related concerns to the attention of supervisors and that grievances are resolved in a fair, equitable, and expeditious manner.

8.04.06 PROCEDURES

- A. Employees are encouraged to discuss their concerns with their immediate supervisor with the objective of resolving the matter. If the employee is still dissatisfied with the situation after informal discussion with the immediate supervisor, he/she has the right to file a grievance through Grievance Resolution Internal Procedure (GRIP) or in accordance with any applicable collective bargaining agreement.

- B. Any permanent Career Service employee may file a grievance through GRIP or applicable collective bargaining agreement. At the outset, the employee must decide which course of grievance will be used. Once one course of grievance is initiated, no other course of grievance may be pursued.
 - 1. For specific procedures for filing a grievance through GRIP, see DHSMV Policy #5.07.
 - 2. For specific procedures for filing a grievance through a collective bargaining agreement, see the appropriate agreement.
- C. Step Representatives receiving grievances filed through GRIP or applicable collective bargaining agreements shall be certain that in addition to the requirements of DHSMV Policy #5.07 and/or the appropriate collective bargaining agreement:
 - 1. The date and the name of the individual receiving the grievance is noted;
 - 2. A memo affirming or denying the allegations in the grievance is provided to the member who filed the grievance, and;
 - 3. The remedy or adjustment made to resolve the grievance is identified in the memo as well.
- D. Members represented by the SES Supervisory Non-Professional Unit of the Federation of Physicians and Dentists/AHPE may file a grievance in accordance with any provision contained in the current Collective Bargaining Agreement. These employees are not eligible to file a grievance through GRIP.
- E. Other Employees
 - 1. All other employees having job dissatisfaction are encouraged to discuss the issue with his or her supervisor.
 - 2. The immediate supervisor will make every effort to resolve the issue.
 - 3. If the employee is not satisfied with the decision of the immediate supervisor, the employee may discuss the issue with the next-level supervisor whose decision will be final.
 - 4. Other employees will not have the right to proceed beyond the second-level supervisor.
- F. Analysis of Grievances

The Office of Analytical Support will complete an annual analysis of grievances, which will be forwarded to the Director or designee for review. The analysis shall include all active and inactive grievances as well as policies and procedures regarding grievances. If needed, the analysis will specify that:

1. A pattern of grievances has occurred that the Office of the Director or designee should address either through intervention, establishment of policies, procedures or training.
2. The collective bargaining contract should be amended to correct a problem, improve operations or more clearly define the intent of the parties to the contract.