

## **UNIT 14 - FRESNO SHERIFF'S SERGEANTS ASSOCIATION FRESNO COUNTY EMPLOYEE GRIEVANCE PROCEDURE**

### PURPOSE

It is a mutual obligation on the part of administrative, supervisory and non-supervisory employees of the County of Fresno to provide efficient and continuous services to the public. Employee morale is an important factor in maintaining a high level of public service and the administration has a responsibility to provide an orderly and expeditious method for resolving problems which may arise from working relationships and conditions. This procedure is intended to provide an orderly method for processing grievances in the interest of obtaining a fair and equitable solution.

### GRIEVANCE PROCEDURE

Before filing a grievance, be certain to read this entire procedure, including the rules and definitions.

Step 1: When an employee(s) becomes aware that a problem exists, the employee(s) shall discuss the matter informally with the lowest ranking immediate supervisor whose job classification is not included in the same certified representation unit. This discussion shall be sought by the employee(s) not later than fourteen (14) days after the alleged problem occurred or was discovered.

Step 2: If within ten (10) days a mutually acceptable solution has not been reached during Step 1, and the employee(s) wishes to pursue the grievance, the employee(s) shall submit it in writing (employee(s) signature(s) required) on the attached Employee Grievance Form to the department head with a copy to the Personnel Services Manager, Labor Relations Division, no later than the end of the tenth (10<sup>th</sup>) day. Department heads are encouraged to consult with the Personnel Services Manager, Labor Relations Division, in their consideration of a Step 2 response. The department head will give notice and hear the grievance, and render a written decision on the grievance form within fourteen (14) days of receipt of the formal grievance from the employee(s).

Step 3: Mediation

Grievances unresolved at Step 2 may be submitted to Mediation by mutual written agreement between the employee's representative and the Labor Relations Manager within five (5) duty days of receipt of that decision. If agreed, the parties shall obtain the services of a mediator from the California State Mediation and Conciliation Services or the Federal Mediation and Conciliation Services in an effort to mediate grievance resolution before Step 4 is pursued. The parties shall not divulge in any form the offers made in mediation.

Step 4: If the employee(s) is dissatisfied with the decision of the department head, the employee(s) may within five (5) days of receipt of that decision, request that the grievance be presented to a grievance committee for review. Such request shall be submitted to the Personnel Services Manager, Labor Relations Division. At this time, if the Personnel Services Manager is unable to resolve the grievance informally within fourteen (14) days, steps shall be initiated to convene a grievance committee which shall meet to hear the matter at the earliest possible date. The committee shall state in writing its factual findings and reasons for its decision.

NOTE: The parties may, by mutual agreement, proceed immediately to Step 4 of the grievance procedure.

If the decision of the grievance committee can be implemented by the department head without Board of Supervisors' action, the recommendation shall be implemented by the department head. If the decision of the grievance committee cannot be implemented by the department head, but requires Board of Supervisors' action, the recommendation will be submitted for consideration by the Board of Supervisors within thirty (30) days of the decision. The action of the Board of Supervisors shall be final and binding.

If the decision of the grievance committee can be implemented by the department head and without Board of Supervisors' action, the County or the employee(s) may seek relief in a court of law. A party desiring to reserve the right to appeal the grievance committee's decision in a court of law pursuant to these rules has the burden of preserving the record of the hearing. A party who plans to use a court reporter shall inform the other party in order to avoid duplication of costs. Appeal from decisions by the grievance committee shall be on the record of the grievance committee's hearing by administrative mandamus under California Code of Civil Procedure Section 1094.5, which appeal shall be filed within thirty (30) calendar days after the grievance committee's decision. The grievance committee's decision shall not be considered filed until all three (3) committee members' signatures have been obtained.

### GRIEVANCE PROCEDURE RULES

1. All parties so involved must act in good faith and strive for objectivity, while endeavoring to reach a solution at the earliest possible step of the procedure. The aggrieved employee(s) shall have the assurance that filing of a grievance will not result in reprisal of any nature.
2. A grievance shall be filed using the attached Employee Grievance Form. The Employee Grievance Form will be made available through the individual departments, the Labor Relations Division, and each employee organization.
3. The aggrieved employee(s) shall have the right to be represented or accompanied by a person of the employee(s) choice if the complaint is not resolved at the informal level as provided for in Step 1 of the grievance procedure. This representation may commence when the grievance is presented in writing at the formal level as provided in Step 2 of the grievance procedure.
4. The processing of a grievance shall be considered as County business. In granting an

employee time and facilities involving the processing of a grievance, the department head or his/her designee shall take into consideration the "impact" on departmental operations.

5. Certain time limits in the grievance procedure are designed to quickly settle a grievance. It is realized, however, that on occasions, the parties concerned may be unable to comply with the established limitations. In such instances, the limitations may be extended upon the mutual agreement of all parties concerned.
6. Failure of the aggrieved employee(s) to file an appeal within the prescribed time limit for any step of the procedure shall constitute abandonment of the grievance. County management personnel involved shall abide by prescribed time limits. Failure to do so shall be considered an automatic ruling in favor of the grievant in any instance where the department head would have had the authority to grant such settlement. No such ruling shall be considered precedent-setting.
7. Any person responsible for conducting any conference, meeting, or hearing under the formal grievance procedure shall give due and timely notice to all persons concerned.
8. When two (2) or more employees experience a common grievance, they may initiate a single grievance proceeding. The initial hearing of the grievance shall be by the department head. If the employees work in separate departments, the grievance shall be referred immediately for grievance committee decision.

### DEFINITIONS

County Administrative Officer - The County Administrative Officer or his/her designated representative.

Day - A work day during which the County's Administrative Offices are open for business.

Department Head - The administrative head or acting head of the department involved, or a designated representative.

Employee - An individual occupying a position permanently allocated by the Board of Supervisors as a part of the regular staffing of the department. Extra-help employees are not considered to occupy permanently allocated positions.

Grievance - A grievance is a complaint relating to any phase of an employee's employment or working conditions which the employee believes has been adversely affected because of:

A misapplication of a Memorandum of Understanding, Ordinance or Resolution of the Board of Supervisors, or of the written policies, administrative orders, or a clearly established lawful past practice of a department, relating to the employment of the individual; provided, however, that such complaint shall not include an action subject to the jurisdiction of the Civil Service Commission or any other matters which are otherwise reviewable pursuant to another administrative remedy.

Grievance Committee - This committee shall be composed of the following three (3) members:

1. The grievant shall select one (1) member who shall serve voluntarily without compensation, unless that member is a County employee. In that case, the employee shall receive normal compensation when serving during regular working hours. No overtime shall be paid when part or all of the process occurs outside regular working hours. This member shall not be a party of interest to the grievance.
2. The County Administrative Officer or his/her representative, who shall not be an employee of the same department as the grievant.
3. A representative selected by the above-mentioned members from a panel of five (5) candidates submitted by the California Department of Industrial Relations State Mediation and Conciliation Service. Said member so selected shall serve as Chairperson, and the cost of the Chairperson shall be borne equally by both parties.

Immediate Supervisor - The individual who assigns, reviews, or directs the work of an employee, and who is not in a job classification in the same certified representation unit as the grievant.

Representative - The person selected by the employee to appear along with the employee in the presentation of a grievance.

**COUNTY OF FRESNO  
UNIT 14  
EMPLOYEE GRIEVANCE FORM**

Please be sure to read the entire attached procedure, including the rules and definitions, before completing this form.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Classification

\_\_\_\_\_  
Department

\_\_\_\_\_  
Division

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Work Phone



**DESCRIPTION OF GRIEVANCE**

1. List the date the alleged grievance occurred or was discovered: \_\_\_\_\_
2. State as clearly as possible the nature of the alleged grievance, including names and titles of all individuals involved. Use extra paper if necessary.

3. I feel I have been adversely affected by the misapplication of **(failure to complete this section thoroughly shall result in your complaint being rejected)**:

Memorandum of Understanding (Title and Section): \_\_\_\_\_

Ordinance (Section): \_\_\_\_\_

Resolution (Number and Date): \_\_\_\_\_

Written Policy (Attach a Copy)

Clearly established lawful past practice. (Detailed documentation that this is a past practice must be attached.)

Administrative Order (Attach a Copy)

4. List the specific solution(s) to this problem that you desire:

**STEP 1 – INFORMAL DISCUSSION**

1. Date discussion occurred: \_\_\_\_\_

2. Name/classification of immediate supervisor with whom you discussed this problem:

\_\_\_\_\_

3. What was the result of the informal discussion? Please explain fully.

4. The results of this discussion are unacceptable.  
I request review at Step 2 by my Department Head.

\_\_\_\_\_  
Date forwarded to Department Head

\_\_\_\_\_  
Employee's Signature

5. Name/phone number of representative, if any: \_\_\_\_\_

6. Should all communication be directed to your representative?  Yes  No

**EMPLOYEE: If you have completed the form to this point, you must forward a COPY of it to the Deputy Employee Relations Director, Employee Relations Division, Fresno County Plaza, 2220 Tulare Street, 14<sup>th</sup> Floor, Fresno, CA 93721. You must forward it the same day you send the ORIGINAL to your Department Head. If you do not forward a copy to Employee Relations, your complaint shall be rejected.**



**STEP 2 – REVIEW BY DEPARTMENT HEAD**

1. Date request was received: \_\_\_\_\_

Date hearing noticed: \_\_\_\_\_  Phone  Letter  In Person

Date of hearing: \_\_\_\_\_

2. Decision:

3. Department Head's signature: \_\_\_\_\_

Date delivered to employee: \_\_\_\_\_

4. GRIEVANT CHECK ONE:

a. The above decision is acceptable

b. I request a review by a grievance committee

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date forwarded to  
Employee Relations Division

**STEP 3 – MEDIATION (OPTIONAL)**

- 1. Name of State Mediator: \_\_\_\_\_
- 2. Date of Mediation Conference: \_\_\_\_\_

**STEP 4 – GRIEVANCE COMMITTEE/COUNTY COUNSEL**

Date received by Director of Employee Relations: \_\_\_\_\_

Decision:

Committee/County Counsel Signature(s)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ Date