

# **Read This First**

## **Complaints & Grievances Instructions**

Summary of Civil Service Rule 14

### **Background**

- *Your right.* Any classified employee has the right at any time to file a grievance without fear of reprisal, retaliation, or discrimination. The employee's grievance should be treated seriously, promptly, and with as much confidentiality as possible by supervisors and other authorities.
- *Your duty.* Before filing a written grievance, the Hillsborough County Civil Service Board encourages full, informal discussion of the issue between the supervisor and the employee. The goal of this discussion should be to resolve the matter without the need for a written grievance.

### **The Written Grievance Procedure: How it works**

*Overview* - The standard form to be used in the written grievance process is CS Form 6. This document has four parts and is to be completed by the employee (or the employee's designated representative) and then completed by the appropriate management official in the following order:

<u>Form:</u>	<u>Forwarded to:</u>
CS Form 6A .....	Immediate Supervisor
CS Form 6B .....	Second-line supervisor
CS Form 6C .....	Next in-line supervisor in succession, up to and including the agency head, or his/her designated representative.
CS Form 6D .....	Civil Service Office

### **The Procedure in Depth**

1. Form 6A must be completed by the employee or the employee's representative and presented to the immediate supervisor within 5 working days (1 calendar week) of the incident or the most recent of a series of incidents. In this document, the employee must cite which specific Civil Service law or rule or which specific agency policy s/he believes has been violated.
2. Upon receiving the grievance form, the supervisor then has 5 working days to reply to the employee with a written response in the allotted space on Form 6A.
3. If the employee disagrees with the immediate supervisor's decision, s/he has 5 working days to proceed by presenting the written grievance (Form 6A) along with Form 6B to the next level of management. If the immediate supervisor does not respond within the 5 working day time limit, then the employee may also proceed to the next step.
4. Again, the manager has 5 working days from receiving the written grievance to respond on Form 6B.
5. If the grievance is not resolved to the employee's satisfaction, then the employee has 5 working days to appeal the decision to the next higher level of management. If the manager fails to respond within 5 working days, the employee may proceed to the next step as well. The employee proceeds by submitting Forms 6A, 6B, and Form 6C to the next level of management.
6. Likewise, each level of management up to the agency head has 5 working days to respond to the grievance. EXCEPTION: THE AGENCY HEAD HAS 10 WORKING DAYS (2 CALENDAR WEEKS) TO RESPOND TO THE GRIEVANCE.
7. If the grievance is not resolved at this point, and it alleges the misapplication of the Civil Service Law or Rules, the employee may submit the written grievance (Forms 6A, 6B, & 6C) along with Form 6D to the Civil Service Office director.

The director decides if the grievance, if taken to be true, may involve a matter related to the misapplication of Civil Service Law or Rules. If so, the director will notify the parties in writing of his decision to schedule a hearing with the Civil Service Board. If the director decides that a hearing is not warranted, his decision is subject to appeal by the employee to the Board (CS Rule 3.2).