3-02/150.15 - Formal Procedure

First Step (First Level Supervisor)

If the problem has not been resolved within eleven business days of the date of the initial discussion with the first level supervisor (or ten business days from the occurrence or knowledge of the occurrence of a grievable matter if no informal discussion has occurred), the employee shall file a formal written grievance with his first level supervisor. The Formal Grievance (SH-AD-465) shall be completed by the employee, describing the problem and the remedy he believes is merited.

The first line supervisor shall promptly notify his unit commander who will then notify Bureau of Labor Relations and Compliance, Advocacy Unit. The first level supervisor shall consider available pertinent information and give his decision in writing on the same original grievance form to the employee within five business days. The supervisor shall include the reasons for his decision and forward a complete copy of the SH-AD-465 to Bureau of Labor Relations and Compliance, Advocacy Unit.

If, upon receipt of the decision, the employee takes no further action within five business days, the grievance will be assumed to have been settled.

If the supervisor has not responded to the employee's complaint within five business days or if the response is unsatisfactory to the employee, the employee may appeal to the next grievance level.

Second Step

If the employee feels that the first level supervisor has not resolved his problem, he may appeal within five business days to his third level of supervision (or to a designated middle management representative if the grievant is a supervisor). The employee shall submit the original of the Formal Grievance form (SH-AD-465) and shall not add to or amend the original grievance after it has been considered by the first level of supervision.

The third level supervisor or middle management representative shall give his decision in writing (original SH-AD-465) to the employee within five business days. The supervisor shall include the reasons for his decision and forward a complete copy of the SH-AD-465 to Bureau of Labor Relations and Compliance, Advocacy Unit.

If, upon receipt of the decision, the employee takes no further action within five business days, the grievance will be assumed to have been settled.

If the supervisor has not responded to the employee's complaint within five business days or if the response is unsatisfactory to the employee, the employee may appeal to the next grievance level.