# 3-02/150.20 - Third Step for Civilian Personnel

The third step (final) of the formal grievance procedure for civilian personnel is as follows:

- If the third level supervisor has not answered the employee's formal complaint within five business days or if the response is unsatisfactory, the employee may submit his written grievance within five business days to his division chief or division director; and
- Written notice of the Department decision shall be sent to the employee within ten business days of the receipt of the division chief's or division director's decision. The decision by the appropriate division chief or division director shall be final unless the grievance directly concerns or involves the interpretation or application of the specific terms and provisions of the Memorandum of Understanding applicable to the grievant and the concerned employee elects to take the matter to arbitration.