

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 Employer’s right.* The employer may process a grievance in a manner that ensures the orderly, efficient, and uninterrupted performance of its operations.

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 (opt in agencies only)

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 briefly describe the issue and cite the specific Civil Service law or rule and/or the specific agency policy s/he believes has been violated.
2. Upon receiving the grievance form, the supervisor has 5 working days to reply to the employee with a written response 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, an 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).

Grievance Procedures & Instructions **CS Form 6B**

Policy & Informal Discussion:

It is the intent and desire of the Hillsborough County Civil Service Board to encourage discussion of any employee grievance on an informal basis between the supervisor and an employee. Such discussion should be held with a view to reach an understanding which will resolve the matter without the need for recourse to the written grievance procedures.

However, any member of the classified service shall have the right at any time to secure consideration of any grievance without fear of reprisal, retaliation, or discrimination. Matters of concern to employees should be treated seriously, promptly, and with as much confidentiality as possible by those person in a position to provide redress.

<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
	(form for contacting each additional supervisor up to the agency head)
CS Form 6D.....	Civil Service Office

Appealing the decision to your Second-line Supervisor

CS Form 6B

Step #1: To appeal the decision of your immediate supervisor to the next level, you must present the CS Form 6B to your second-line supervisor within 5 working days, or 1 calendar week after receipt of the response, or lack thereof, from the responding management official.

- ✓ In addition to completing CS Form 6B, you must attach a copy of the original CS Form 6A so that your second-line supervisor has the information available as to original grievance and the proposed solution by your immediate supervisor.

Section 1: Please complete this section with your second-line supervisor's name, the current date, as well as the date that you received your immediate supervisor's response.

Section 2: Please fill in the date that your immediate supervisor received your CS Form 6A.

- Please indicate the reasons that you are appealing your immediate supervisor's decision. It is important that you only address the reasons why you are appealing the decision, NOT additional grievances. Any additional grievances or issues that should arise MUST be addressed on a SEPARATE form.
- Please indicate the number of attachments to your CS Form 6B, as well as printing & signing your signature in the appropriate area.

* *It may be in your best interest to make copies of all sent & received forms throughout the grievance process for your own records & documentation!*

Step #2: Present your grievance (CS Form 6B & attached CS Form 6A) to your second-line supervisor who then has 5 working days to review (7 calendar days), respond, and return the completed form to you.

Step #3: If you are not satisfied with the solution that your second-line supervisor provides, then you may direct ONLY the grievance stated on the original CS Form 6A to the third level of the process.

Section 3: If you agree with your second-line supervisor's solution, please complete this section with your second-line supervisor's name, the current date, an "X" marked if you agree with the presented solution, your signature, and then return a copy of the CS Form 6A & 6B to your second-line supervisor for documentation.

* *If your second-line supervisor does not respond within 5 working days (7 calendar days) of receipt of your CS Form 6B or you do not accept your second-line supervisor's solution, you may then proceed to using CS Form 6C.*

When using this document, verify 'Date Issued' is the most current revision as on File

Use pursuant to Civil Service Board Instructions

To be reproduced or Disclosed in accordance with Chapter 119,F.S.

Hillsborough County Civil Service
Employee Grievance Form
CS Form 6B

Section 1:

To: _____
(Second-line Supervisor)

(Today's Date)

NOTE: To be acceptable, an appeal must be filed within five (5) working days, or seven (7) calendar days following the immediate supervisor's suggested solution.

(Date of Immediate Supervisor's Response)

Section 2:

In accordance with Civil Service Rule 14, I respectfully request your further consideration in resolving the matter as described on the attached Civil Service Form 6A. As evidenced by the attached Civil Service Form 6A, this grievance was first presented to my Immediate Supervisor for his/her consideration on _____.
(Date of 1st submittal)

REASON FOR APPEALING MY IMMEDIATE SUPERVISOR'S DECISION: (Please attach additional pages if necessary)

(Employee's Signature)

(Employee's Printed/Typed Name)

_____ Number of Attachments

Second-line Supervisor Response:

To: _____
(Employee/Grievant)

(Today's Date)

NOTE: The second-line supervisor must respond no later than five (5) working days, or seven (7) calendar days, whichever is sooner.

(Date of Receipt)

I have reviewed the grievance as described on the attached Civil Service Form 6A, the response of your Immediate Supervisor, your reason for appeal; and, offer the following comments: (Please attach additional pages if necessary)

Should this remedy not meet your expectations, you are hereby advised that in accordance with Civil Service Rule 14, you may present this matter to _____ for his/her consideration.
(Next-in-Line Supervisor)

(Second-line Supervisor's Signature)

(Second-line Supervisor's Printed/Typed Name)

_____ Number of Attachments

(Second-line Supervisor's Title)

Section 3:

To: _____
(Second-line Supervisor)

(Today's Date)

I accept your solution to the grievance as presented.

NOTE: If you do NOT accept your second-line supervisor's solution you may forward your grievance on CS Form 6C to your next-in-line supervisor.

(Employee's Signature)