

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 6D

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

Filing a Grievance with your Immediate Supervisor

CS Form 6D

Step #1: To appeal the decision to the Civil Service Director level, you must present CS Form 6D to the director within 5 working days, or 1 calendar work week after receipt of the response, or lack thereof, from the responding management official. If management does not respond within 10 working days or 2 calendar weeks of your filing of the last CS Form 6C, you may also file CS Form 6D.

- ✓ In addition to completing CS Form 6D, you must attach a copy of the original CS Form 6A, CS Form 6B, as well as all CS 6C forms that the director has the information available as to original grievance and the proposed solutions by your immediate, second-line supervisors and succeeding management officials.

Section 1: Please complete this section with the current date, as well as the date that you received the prior management official's response.

Section 2: Please state ALL of the Civil Service Law or Rule(s) and/or Appointing Authority Policy(s) that have been violated.

- ✓ **NOTE:** The rules stated on CS Form 6D must be the same as the rules originally stated on CS Form 6A.

Section 3: Please complete this section with your signature, printed name, department or agency you work with, as well as the number of attachments to your CS Form 6D.

✳ *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 6D & attached CS Form 6A, 6B and all 6C forms) to the Civil Service Office within 5 working days or 7 calendar days of receiving the response from your prior management representative.

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

Hillsborough County Civil Service
Employee Grievance Form
CS Form 6D

Section 1:

To: Director
Civil Service Board
County Center, 18th Floor
601 East Kennedy Boulevard
Tampa, Florida 33602



(Today's Date)

(Date of previous Management Official's Response)

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

Section 2:

In accordance with Civil Service Rule 14, I hereby request a formal review and/or hearing by the Civil Service Board to resolve the grievance as described on the attached CS Form 6A.

As evidenced by the enclosed documents, this matter has been presented to the appropriate management officials within my department/agency, as required by Civil Service Rule 14.

I BELIEVE THIS GRIEVANCE MATTER IS IN VIOLATION OF CIVIL SERVICE LAW OR RULE(S) AND/OR APPOINTING AUTHORITY POLICY(S):

Section 3:

(Employee's Signature)

(Employee's Printed/Typed Name)

(Employee's Agency/Department)

_____ Number of Attachments

1. CS Form 6A
2. CS Form 6B
3. CS Form 6C