

**OKLAHOMA COUNTY JUVENILE BUREAU  
POLICY AND PROCEDURE MANUAL**

**CHAPTER THREE: PERSONNEL**

**Pages: 1 of 4**

**POLICY 3.19 Employee-Supervisor Relations & Grievances**

**I. POLICY**

The Oklahoma County Juvenile Bureau (OCJB) strongly encourages that relationships between supervisors and employees be mutually respectful and, when differences occur, that resolution be as informal as possible. Employees are encouraged to resolve conflict or misunderstandings as quickly as possible and at the lowest level on the chain of command. If differences cannot be resolved informally, the employee may utilize the grievance process as outlined in this policy. **(2-7027) (2-7047)**

**II. DEFINITIONS**

- A. Discrimination: Any action taken against an employee because of race, color, religion, sex, age, handicap, national origin, veteran status or any other non-meritorious factor.
- B. Employee: Any individual who has been properly selected and assigned permanent status as a fulltime or part-time employee at the OCJB.
- C. Grievance: A complaint from an employee concerning a circumstance or action that he/she considers to be unjust, such as unfair treatment, unsafe working conditions, or erroneous or perceived capricious interpretation or application of OCJB policies and procedure or law.
- D. Supervisor: An individual with authority to manage, direct, supervise, and evaluate subordinate employees.

**III. PROCEDURE**

- A. Employees have the right to request and exhaust all grievance procedures prior to their termination or demotion **(3-JDF-1C-11)**. These procedures shall provide a just and equitable method for the administrative resolution of discrimination/harassment complaints and/or grievances. These procedures shall apply to all employees that believe they have experienced unfair treatment in an area subject to administrative control.
  - 1. Employee Rights and Restrictions
    - a. No employee shall suffer harassment or any other form of retaliation as a result of exercising their right to utilize the grievance procedure.
    - b. The OCJB shall, upon request, supply the grievant with non-confidential information necessary for the processing of the grievance procedure (e.g., written forms, personnel policies, etc.).
    - c. An employee identified as a witness in a grievance-related act is required to give his/her immediate supervisor reasonable advance notice so that his/her absence will not interfere with OCJB operations.

2. Exceptions to the Grievance Procedure

- a. Matters subject to final action outside of the Director's authority, such as legislative acts or regulations originated by other agencies.
- b. Content of legislation or policies for all County departments promulgated by the Board of County Commissioners.
- c. Actions terminating a temporary promotion or position.
- d. Decisions not to bestow a salary increase, performance award, or other honorary or discretionary award.
- e. Preliminary warnings or proposed notice of adverse action against an employee.
- f. Fitness for duty examinations.
- g. Health benefits decisions.
- h. Agency dress code.

B. Informal Grievance Procedure

1. An employee is encouraged to address his/her grievance informally with their immediate supervisor. A grievance due to disciplinary action, however, may be initiated at a higher level if the supervisor does not have the authority to grant the relief sought. A grievance may also be initiated at the next highest level when the grievance is between the employee and the supervisor. In all other cases, the following steps are encouraged:

- a. The employee claiming a grievance should present the matter verbally to his/her immediate supervisor. The immediate supervisor shall consider all available facts and notify the employee of a decision as soon as possible, no later than five (5) calendar days following the date of the grievance presentation.
- b. If dissatisfied with the decision of the immediate supervisor, the employee may present the grievance, in writing, to the next higher supervisory official within five (5) calendar days following the initial resolution attempts. This official will consider all available facts and notify the employee of a decision as soon as possible, no later than five (5) calendar days following the date of the grievance presentation.

2. A grievance may be rejected if:

- a. The employee fails to complete the informal procedures outlined above;
- b. The grievance is not filed in a timely manner;
- c. The grievance relates to a matter beyond administrative control; and/or
- d. The grievance and requested relief is not personal to the grievant.

3. Any rejections of a grievance must be in writing with the reason for the rejection stated. The Director will receive a copy of any such rejections.

C. Formal Grievance Procedure

1. If the informal grievance procedure does not satisfactorily resolve the issue, the employee may present a written grievance, utilizing the Grievance Form, Attachment A, to the appropriate Department

Head within five (5) calendar days following the informal decision. This written grievance shall contain, at a minimum, the identity of the aggrieved employee, the specific nature of the grievance, the corrective action sought, and the signature of the employee. The Department Head shall meet with the employee and will make a decision concerning this matter, which shall be provided in writing within five (5) days.

2. If the employee is still dissatisfied, he/she will have five (5) days from receipt of the decision to request a review of the grievance decision by the Director. The review request must be made in writing.
3. Within five (5) days of the receipt of the request to review the grievance decision, the Director will arrange a meeting time for the employee to discuss the grievance. The Director will then review all previous proceedings and documentation. The Director will provide a written response to the employee within five (5) days, unless an extension of time is needed for additional review and consideration. Any extension will be placed in writing and signed by both the employee and the Director.
4. The decision of the Director is the final consideration of a formal grievance.

Approved: James L. Saffle      1/13/15  
James L. Saffle, Director      Date

Attachment A: Formal Grievance Form.

**FORMAL GRIEVANCE FORM**

**Employee:** \_\_\_\_\_ **Date** \_\_\_\_\_

**Attention:** Department Head \_\_\_\_\_ Date Received \_\_\_\_\_  
This form is to notify my supervisor of my grievance according to Personnel Policy 3.19. This grievance follows the review of an informal/verbal grievance previously submitted to my supervisor, which was not resolved. I have a right to file a request for review by the Department Head within five (5) calendar days of receipt of informal response.

**Grievance:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Department Head Response:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Department Head** \_\_\_\_\_ **Date** \_\_\_\_\_

**Right to Request Review by the Director:** You have a right to request a review by the Director, within five (5) calendar days of receipt of this letter.

**Date Submitted to Director** \_\_\_\_\_ **Date Received by Director** \_\_\_\_\_

**Final Decision:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Director** \_\_\_\_\_ **Date** \_\_\_\_\_

Distribution: Original to employee  
Copy to Supervisor's file  
Copy to Employee's Personnel file

Honorable Lisa Tipping Davis  
District Judge  
Juvenile Division



James L. Saffle  
Director

**OKLAHOMA COUNTY JUVENILE BUREAU**  
*"Providing Opportunities for Success"*

**RECEIPT OF OKLAHOMA COUNTY JUVENILE BUREAU**  
**POLICY 3.19**

**Employee-Supervisor Relations & Grievances**

I understand that by my signature, I am acknowledging that I have received, read, and understand the Oklahoma County Juvenile Bureau Grievance Policy, Policy 3.19, outlining the grievance policy and procedure. I also understand that this signed receipt will be filed in my personnel file in the Human Resources Department, and that I should contact that office with any questions I have regarding this policy.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

Distribution: Personnel File (Original)