

HUMAN RESOURCES POLICY/PROCEDURE		No. HR-014
OFFICE OF PRIMARY RESPONSIBILITY: Human Resources	EFFECTIVE DATE: 10/25/2001 REV. #1 Approved: 08/03/04	Page 1 of 3

SUBJECT: Grievance Policy

REPLACES: N/A

OBJECTIVE:

The Central Florida Regional Transportation Authority (hereinafter "Authority") was created by Part II, Chapter 343, Florida Statutes, to own, operate, maintain and manage a public transportation system in the area of Seminole, Orange, Osceola Counties, and to adopt such policies as may be necessary to govern the operating of a public transportation system and public transportation facilities. The Executive Director is authorized to establish and administer such policies. Therefore, it is necessary to establish a Grievance policy.

SCOPE:

This policy shall apply to all Administrative employees of the Authority.

AUTHORITY:

Authority for this policy and procedure are as follows:

- Part II, Chapter 343, Florida Statutes
- Administrative Rule 3

POLICY:

A grievance is any dispute or difference between an employee and the Authority that involves the meaning, interpretation, or application of the Authority's policies, disciplinary actions, discharges, etc. Performance evaluations or appraisals including COLA or Merit increases are excluded from this policy unless that evaluation results in an employee's termination of employment. Employees are excluded from the use of the grievance procedure during their introductory period. If the employee feels they have such a dispute, they must discuss the problem with their immediate supervisor.

Oral warnings or reprimands and written warnings or reprimands are limited to Step 2 only. If an employee does not appeal a grievance to the next step within the time limits, the grievance will be considered settled, and no further action will be taken. If the Authority doesn't respond within the time limits during any step, the grievance may proceed to the next successive step. The employee may submit a further appeal, consistent with the process outlined below, within ten (10) working days after expiration of the Authority's time limits.

STEP 1

The employee must present a signed, written grievance on the approved Authority grievance form to the Division Manager within five (5) working days after the date of the occurrence, or the date on which the employee knew, or should have reasonably known, of the action which prompted the grievance. A copy should be provided to the Human Resources Department. The Division Manager will conduct a Step 1 hearing with the employee and their supervisor within ten (10) working days after receiving the grievance.

The Manager will then respond in writing on his/her decision within ten (10) working days after the hearing unless both parties agree to an extension. The Manager will provide a copy of his/her response to the Human Resources Department. If the employee is not satisfied with the Manager's response then, they may proceed to STEP 2.

STEP 2

The employee can then present their grievance to the Department Director, within five (5) working days after receiving the Manager's written response. The Director, or his/her designee, will meet with the employee within ten (10) working days after receiving the grievance appeal. In the Step 2 hearing, the Director will hear from the grievant (grieved) and Supervisor or Manager. The Director will then respond in writing within ten (10) working days after the meeting is held with a copy provided to the Human Resources Department. If the employee is not satisfied with the Director's decision they can proceed to STEP 3.

STEP 3

The employee may then present their grievance and complete grievance package to the Human Resources Department, within five (5) working days after receiving the Department Director's written response. The grievance package must include the grievance form, the employee's statement of why they disagree with the disciplinary action, the action they are seeking, and the Step 1 and Step 2 responses from management.

STEP 3 (Continued)

The Human Resources Department will immediately present the grievance to the Executive Director, or his/her designee, then convene a Step 3 grievance hearing, within fifteen (15) working days after receiving the grievance appeal. The grievance panel will consist of the Executive Director or his/her designee, the Human Resources Director, and a Director or Manager from a department not involved in the grievance. The Executive Director or his/her designee will then respond to the grievance in writing within ten (10) working days after the hearing. The Executive Director's decision will be final; and no further review will be available within the Authority.

All hearings will be tape recorded at each step by the Authority. The grievant may also tape record proceedings if so desired.

PROCEDURES

1. In computing time limits under this grievance procedure, Saturdays, Sundays, and approved Authority Holidays shall not be counted as working days.
2. Grievance forms are available from the Human Resources Department.
3. Under this grievance procedure, the employee and the Authority have the option to call witnesses during each step of the grievance procedure. If witnesses are to be called, a witness list must be provided prior to the hearing and attendance must be coordinated with the appropriate supervisor(s). Advance notice must be given if legal counsel will be present. Either party, the Authority or the grievant may be represented by a third party, including legal representatives.
4. Any grievance shall be considered settled at the completion of any step, unless it is appealed within the time limits stated in the procedure.
5. The review process is final; no further action on the matter will be taken within the Authority work environment.

Please refer to pertinent policies on this subject. Human Resources Policy #005-Equal Employment Opportunity, Human Resources Policy #013-Productive Work Environment and Human Resources Policy #015-Discipline Standards.

EXCEPTIONS TO THIS POLICY:

Any exceptions to this policy must be pre-approved by the Executive Director.

AUTHORIZATION:

Executive Director  Date 8/3/04

Department Director  Date 8/3/04