A. Purpose

To provide for an orderly process by which permanent employees may exercise their rights to be heard in a prompt, fair manner when the employee feels he/she has been subjected to unfair treatment in employment related matters.

B. Policy

It is the policy of the Department of Public Safety and the State of South Carolina to grant each permanent employee the right to seek answers to complaints while being free from restraint, interference, coercion or reprisal. All employees are encouraged to seek redress of routine issues through consultation with the immediate supervisor and to utilize the resources available within the supervisory chain of command. The Director is available at any time convenient to both parties to informally discuss employee-related problems or concerns.

C. Procedure

The Medical University's Grievance Policy is contained in the Medical University of South Carolina Human Resources Management Policy Manual, Policy #44. A copy of the manual is located on the MUSC Humans Resources web site. (CALEA 25.1.1.a)

In addition to the specific guidelines found in the Medical University’s Human Resources Management Policy #44, the Department will comply with the following procedures:

1. The Patrol Commander will be responsible for coordination of grievance procedures for the Department. The Department of Human Resources
Management, through the office of the Director of Human Resources Management, will provide technical assistance to the Patrol Commander upon request. (CALEA 25.1.2)

a. Grievances shall be submitted in writing to the Patrol Commander of Public Safety through the Chain of Command. The grievance shall contain all information pertinent to the incident. The grievance shall state the facts supporting the claim. (CALEA 25.1.1.c)

b. The Patrol Commander shall investigate the Grievance with the goal of obtaining conclusive resolution.

c. The Patrol Commander will respond to the employee, in writing and in person, with the Departmental Position statement within 30 days of the grievance's submittal. (CALEA 25.1.1.d)

2. Should the resolution be unacceptable to the employee, he/she may request an Administrative Review by the Director of Public Safety.

a. Request for Administrative Review must be made in writing to the Director, with justification for the review. Administrative Reviews are warranted if it is determined that all facts pertinent to the case were not considered in the initial investigation, or if the resolution contradicted Departmental-approved policy and procedure. This request for Administrative Review must be made within ten days of the receipt of the Patrol Commander’s response to the employee. (CALEA 25.1.1.b) The Director will respond to the employee, in writing, within 30 days of receipt of the request for review. (CALEA 25.1.1.d)

3. If the employee is dissatisfied with the decision of the Chief, they may present the grievance to the Department of Human Resource Management, as outlined in the manual. (CALEA 25.1.1.b) The employee is entitled to representation at the grievance hearing at his expense. (CALEA 25.1.1.e) The employee will be contacted by the University’s Department of Human Resources Management in accordance with HRM Policy #44. (CALEA 25.1.1.d)

4. Upon conclusion of any grievance procedure, all records, statements, documents, and reports of findings will be maintained with the employee's official personnel file in the Department of Human Resources with copies maintained in the Director's office.

5. Annually, the Director or his designee will compile a documented analysis of all grievances filed by an employee during the year as well as supporting policies and practices. The purpose of this analysis is to detect any trends in employee relations.
and to take preventative measures to minimize the possibility or reoccurrences. (CALEA 25.1.3)