1.422  GRIEVANCES  
(25.1.1, 25.1.2, 25.1.3, 26.1.6)
A. Whenever possible, employees and supervisors should make reasonable efforts to informally resolve differences in interpretation or application of directives and matters otherwise grievable in a formal process.
B. When not in conflict with LEOBR or controlling MOU language, grievances will be filed, processed, and heard consistent with:
1. USM policies:
   a. VII-8.00 Policy on Grievances for Associate Staff and Classified Personnel; and
   b. VII-8.10 Policy on Special Action Appeals for Classified Employees; and
2. Towson University policies:
   a. 07-08.05 Policy on Grievances for Regular Exempt Employees; and
   b. 07-08.10 Special Action Appeals for Regular Non-Exempt Employees.
C. Information contained in those USM and Towson University directives includes, but is not limited to:
   1. Identifying the scope of grievable matters and the levels to which grievances may be filed and/or appealed;
   2. Establishing time limits for filing or appealing grievances to the next level;
   3. Describing the type of information to be submitted when filing grievances;
   4. Establishing procedural steps and time limits at each level in response to grievances or appeals; and
   5. Establishing criteria for employee representation.
D. The staff of the Employee/Employer Relations section of the Office of Human Resources (OHR) is available to either party to explain the grievance process and the procedures as outlined in university directives. Once a formal grievance has been filed, however, the Employee / Employer Relations staff will only assist management in preparing witnesses, testimony and evidence for the hearing.
E. Grievance forms are available through OHR. Grievances will be submitted only on approved forms and must bear signatures of grievants or the grievants’ representatives at each step of the procedure.
F. Consistent authority granted in USM VII-8.00, the Chief has designated the commander responsible for the agency’s human resources function as the agency’s departmental representative for grievance processes. Related duties include, but are not limited to:
1. Being the receiving point for all grievances filed by agency employees;
2. Conducting, coordinating, and facilitating the agency’s grievance process activities;
3. Securely maintaining the agency’s grievance files;
4. Allowing access to the files by:
   a. The Chief and commanders as needed; and
   b. Employees for all materials to which they are entitled in their particular grievance files; and
5. Compiling a documented annual analysis of grievances as well as supporting policies and practices.
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