


<b>NORTHAMPTON POLICE DEPARTMENT</b> <b>Administration &amp; Operations Manual</b>		
<b>Policy: Grievance Procedures</b>		<b>AOM: P-157</b>
Massachusetts Police Accreditation Standards Referenced: [25.1.2], [25.1.1]		Issuing Authority <hr/> John D. Cartledge Chief of Police
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## I. Introductory Discussion

A critical element of a sound personnel system is the existence of a formal procedure to allow employees to resolve their grievances with management in a fair and expeditious manner. The timely resolution of employee complaints and concerns will serve to develop positive employee relations and increased levels of morale within the department.

## II. Responsibility/Coordination

The Chief of Police shall be responsible to coordinate the intake, hearing, and resolution, if possible, of all first step grievance complaints. [25.1.2]

The responsibility to hear grievance complaints or resolve a grievance shall be delegated to the Administrations Division Commander, unless otherwise noted by the Chief of Police.

## III. Procedures

- A. A grievance is defined as any dispute, which may arise between the City of Northampton and employee or Union regarding the interpretation or application of eligible provisions of the Collective Bargaining Agreement or Memorandum of Understanding.
- B. Grievance procedures for all sworn personnel, regardless of whether or not they are members of a union, shall be specified within the collective bargaining agreements between the City of Northampton and the New England Police

Benevolent Association Local 186 & 187 and shall be binding upon both parties.  
[25.1.1]

- C. Grievance procedures for all clerical personnel, who are represented by a union, shall be specified within the collective bargaining agreements between the City of Northampton and the AFL-CIO, State Council #93, Local #2086, and shall be binding upon both parties.
- D. The defining element of a grievance is that it is formally pursued, normally after informal means to resolve a problem have failed.
  - 1. Employees are encouraged to first attempt to resolve questions or disputes informally through their chain-of-command.
  - 2. It is the responsibility of the first line supervisor to be aware of employee problems and concerns, and to attempt to resolve disputes or problems without the need for grievance procedures to be initiated.

#### **IV. Maintenance and Control of Grievance Records** [25.1.2]

The Chief of Police shall establish a secure administrative filing system for the maintenance and control of departmental records regarding grievances filed against the department.