

**I. PURPOSE**

The purpose of this directive is to establish guidelines for the expeditious and equitable resolution of personnel grievances.

**II. SCOPE**

This directive shall apply to all employees of the West Monroe Police Department.

**III. DISCUSSION**

Fair and impartial treatment for everyone is the rule of the department. Since no position has ever been invented that is perfect, misunderstandings and honest mistakes will occur from time to time. If police department employees ever feel that they have been discriminated against, treated unfairly, or in a manner not consistent with department rules, regulations, or protocols, this procedure is designed to remedy the situation. It is important that any matter of personal importance to an employee be discussed with his supervising officers.

**Fundamental fairness means that employees are entitled to know what is expected of them and why.** Discussion with fellow employees, who are not in a position to remedy the situation, will not be helpful in reaching a solution to problems.

The Chief of Police urges and expects all employees to bring their complaints to the attention of their immediate supervisor. All employees are entitled to an adequate explanation as to the decisions of their supervisors. All employees shall also be afforded a process to appeal discipline imposed on them, that they feel is unjust within the police department.

Any non-probationary classified employee under the Louisiana Municipal Fire and Police Civil Service System may also file a grievance and request a hearing before the Civil Service Board, in accordance with established Civil Service Rules and Regulations.

**IV. DEFINITIONS**

- A. **Grievance:** A dissatisfaction that occurs when an employee thinks or feels that a condition involving interpretation, application, or enforcement of WMPD Rules & Regulations, General Orders, Protocols, Procedures, or directives is unjust or inequitable or treatment that he/she has received from other employees of this department is wrong, unfair, or contrary to established directives. Wrongful acts and/or incident must be specified. Moreover, any harm caused must be based on factors not involving required job duties or responsibilities.
- B. **Grievance Statement:** A written statement of the grievance and the facts upon which it is based, including a specific wrongful act alleged and any harm done. Included must be a statement of the remedy or adjustment sought.

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GRIEVANCES**



- C. Grievant: A person who is filling a grievance
- D. Representative: A person chosen by the individual filing a grievance to represent the grievant during the grievance process. The person may be either an attorney or a member of the West Monroe Police Department.
- E. Grievance Form: The form provided by the Police Department used to file a grievance, "Report of Grievance". The Grievance Form will include areas for specific wrongful acts or harm caused, supporting information and facts, witnesses to the act, remedy or adjustment sought, and areas for specific dates, times, and actions taken.
- F. Grievance Officer: The grievance officer will be appointed by the Chief of Police and will be the same individual who is assigned the Internal Affairs Investigations function. If the appointed grievance officer is, for some reason, unavailable or his involvement constitutes a conflict of interest, the Chief of Police will appoint a temporary Grievance Officer to function under this directive.
- G. First Step Supervisor: The employee's immediate supervisor or confirmed Captain or Sergeant
- H. Second Step Supervisor: The next ranking supervisor, after the employee's immediate supervisor.

## V. GRIEVANCE PROCEDURES

- A. Cause for Grievance
  - 1. Employees may file a grievance to address dissatisfaction, complaint, alleged wrongdoing, or a serious concern.
  - 2. When an individual is unable to resolve an issue of concern regarding a problem at the 1<sup>st</sup> or 2<sup>nd</sup> step of supervision, or if the grievance concerns a superior above the first level of supervision, the individual may file a formal grievance by preparing the "Report of Grievance" form and requesting a conference with the grievance officer. From this point on the matter becomes confidential in nature until completion of investigation by the Internal Affairs/Grievance Officer, and will not be discussed except as part of the official investigation.
  - 3. Any written document which is produced by another individual within the West Monroe Police Department, except the Chief of Police, which reflects negatively upon a non-probationary employee and which will be placed in that employee's personnel, civil-service, or training file is grievable. This also includes any negative entries in the Guardian Tracking Program.
  - 4. Below are just a few examples of grievable occurrences:
    - a. Discrimination
    - b. Harassment
    - c. Violation of rules and regulations

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5. Department personnel with complaints against other police personnel except the Chief of Police must present such complaints in accordance with these grievance procedures. There are two exceptions to this policy. First, in cases where an employee has knowledge of illegal activities, gross misconduct, or malfeasance on the part of another employee, the employee should speak directly to the Chief of Police. Second, in cases of Sexual Harassment, employees should consult the Sexual Harassment policy, R1-21, to determine proper reporting procedures to follow. All sexual harassment complaints will result in a prompt assignment by the Chief to Internal Affairs for investigation. Supervisors should make sure the Report of Grievance Form is properly filled out then send it up the chain of command to the Chief. Department personnel may not direct complaints outside the department to another official of city government without the permission of the Chief of Police.
6. Complaints by department personnel against the Chief of Police may be made to the Mayor of West Monroe in writing. However, a copy of the complaint must be given to the Chief of Police **before** being given to the Mayor.

B. Limitations

1. Probationary employees (employed less than one year) may not file a grievance, when an application or enforcement of police department rules, regulations, policies, procedures, special or general orders has resulted in written formal disciplinary action.
2. There shall be no action or negative reaction taken against any employee solely because the employee intends to file or has filed a grievance. If an employee has a history of filing many unsubstantiated grievances, such fact may be noted on the member's personnel evaluation.
3. After a proper investigation into the matter, recommendations made by the Grievance Officer to the Chief of Police are not grievable.
4. The Chief of Police has the final decision in regard to any matter not grievable.

C. Grievance Procedure

This grievance procedure is designed to be used by an individual employee to solve a personal problem that relates to personnel, policies, procedures, and rules of the West Monroe Police Department.

D. Requirements of Process

1. The following information is required of the grievant to be included in a formal grievance:
  - a. A written statement of the grievance and the facts upon which it is based
  - b. A written allegation of the specific wrongful act and harm done
  - c. A written statement of the remedy or adjustment sought

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**WEST MONROE POLICE DEPARTMENT**  
**GRIEVANCES**

REVIEW DATE: As Needed

**R1-10-3**

REVISED DATE: 09-30-14, 03-30-17, 4-3-17, 02-11-2020

EFFECTIVE DATE: 09-01-95

CALEA Standard: 25.1.1



2. The following procedures are to be followed by the first line supervisor in the case of an informal grievance, or the grievance officer in the case of a formal grievance:
  - a. Acknowledge receipt by noting the time and date on the grievance form, as well as the name of the individual who is to represent the grievant
  - b. Interview all persons involved
  - c. Analyze the facts or allegations
  - d. Affirm or deny the allegations in writing
  - e. Identify the remedy or adjustments needed
  - f. Forward a completed investigation to the Chief of Police
- E. Grievance Procedure Steps
  1. The grievant shall within five (5) days of the incident, or the most recent occurrence of a series of incidents, request a conference with their first step supervisor. This will allow the grievant an opportunity to discuss and explain their complaint or grievance orally.
  2. The first step supervisor shall review all facts surrounding the occurrence(s) or incident(s). Once a decision has been made, the first step supervisor shall respond to the grievant, either affirming or denying, in writing, the allegations in the grievance. This response shall identify the remedy or adjustments, if any, to be made.
  3. If the first step supervisor has not settled or adjusted the matter to the employee's satisfaction, the member may request a meeting to file a grievance with his/her second step supervisor, who shall follow the guidelines in step 2 above. If the second step supervisor has not settled or adjusted the matter to the employee's satisfaction, the member may file a formal written grievance to the department grievance officer within five (5) days of receiving a response from the 2<sup>nd</sup> step Supervisor. The "Report of Grievance" must contain an allegation of a specific wrongful act, the harm done, and contain a statement of fact to support the basis of the allegation and the remedy or adjustment sought by the individual.
  4. Upon receipt of the formal grievance by the grievance officer, he shall acknowledge receipt by noting the time and date. Within five (5) days he shall schedule a meeting with the grievant and his representative (if one exists) for the purpose of analyzing the facts or allegations. The grievance officer shall then investigate the incident or allegation. Once he has made a decision to affirm or deny the allegations of the grievance, the grievance officer shall forward a copy of the completed written report with his recommendations to the Chief of Police. The report shall identify the remedy or adjustments, if any, to be made. He shall also furnish a copy of the report to the grievant at the same time.

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**REVIEW DATE:** As Needed

**R1-10-4**

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5. The Chief of Police shall within five (5) days make a decision regarding the grievance and identify the action he desires taken. He shall then take the following action:
  - a. He shall advise the grievant in writing as to his decision
  - b. He shall issue instructions in writing to the supervisor in the chain of command empowered to impose the remedy or adjustments
  - c. He shall identify any policy failure and take appropriate action to change any policies necessary
  - d. He shall identify any shortcomings in the department's training and shall issue instructions to the training component to address the issue immediately
  - e. Should the investigation show violation of departmental rules, regulations, and directives, he shall take appropriate disciplinary action if warranted.

F. General Administration & Records

1. Filing Extensions- An extension to the grievance filing deadline may be granted by the Chief. However, extensions should be due to extenuating circumstances (injuries, illnesses, vacation, etc.)
2. Witnesses- Under the provisions of this procedure, the grievant and his representative may call witnesses.
3. Representative- The grievant may call a representative to represent him during the grievance process.
4. Management of Procedures- West Monroe Police Department does not utilize a grievance board or committee in the grievance process. An Appointed grievance officer shall be responsible for investigating, managing, and coordinating the grievance process. Therefore, all supervisors shall route all grievance information to the grievance officer and shall cooperate fully with him in the performance of his task. This includes forwarding to him all documentation on informal grievances filed.
5. Appeal of Formal Grievance Decisions may be made to the Chief of Police who is the final authority in the matter. Officers who desire to appeal a formal grievance decision must submit their appeal request in writing not later than five (5) working days following the final ruling by the Chief of Police.
6. Records- The sensitive nature of grievance records dictates that additional precautions are taken in control, storage, and access. Grievance records will be maintained by the grievance officer in a secure separate storage area and/or secure computer file in the Internal Affairs office.
7. Annual Review- The grievance officer shall conduct an annual analysis of formal grievances to serve as a management tool in determining office problems that must be addressed. A report of the completed analysis shall be submitted to the Chief of Police for his action and to the Accreditation Manager for entrance into compliance files.

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**PROTOCOL****NUMBER: R1-10****STATUS:** Amends 1995 Manual**SUBJECT: GRIEVANCES****REPORT OF GRIEVANCE**

Name of Grievant: \_\_\_\_\_

Name of Representative: \_\_\_\_\_

Date &amp; Time Grievance Filed: \_\_\_\_\_

Date &amp; Time Grievant Interviewed: \_\_\_\_\_

Date &amp; Time Investigation Complete: \_\_\_\_\_

Date &amp; Time Investigation Forwarded to Chief: \_\_\_\_\_

Date &amp; Time Chief Took Action: \_\_\_\_\_

Summary of Grievance: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_Specific Wrongful Acts or Harm Caused: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_Statement of Supporting Facts / Witnesses: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_Statement of Remedy of Adjustment Sought: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_Findings of Investigation:  Grievance Affirmed  Grievance DeniedRemedy or Adjustments to be made: \_\_\_\_\_  
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**WEST MONROE POLICE DEPARTMENT  
GRIEVANCES****REVIEW DATE:** As Needed**R1-10-6****REVISED DATE:** 09-30-14, 03-30-17, 4-3-17, 02-11-2020**EFFECTIVE DATE:** 09-01-95

CALEA Standard: 25.1.1

**PROTOCOL****NUMBER: R1-10****STATUS: Amends 1995 Manual****SUBJECT: GRIEVANCES****Employee Internal Affairs Investigation Authorization**

- Investigation Authorized (Chief fills out page)
- Investigation Not Authorized

Chief's Signature

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|---|
| Initiate Investigation on (Name/Rank):                |
| Date:   |
| Date of 60 Days from Initiation of Investigation:     |
| Recommended by:                                       |
| Immediate Supervisor of Employee under Investigation: |
| Notified?   |
| Person(s) Authorized to Conduct Investigation:        |
| Administrative Leave with Pay?                        |
| Date(s):  |
| Notes:  |

**WEST MONROE POLICE DEPARTMENT  
GRIEVANCES****REVIEW DATE:** As Needed**R1-10-7****REVISED DATE:** 09-30-14, 03-30-17, 4-3-17, 02-11-2020**EFFECTIVE DATE:** 09-01-95

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