

FLORIDA DEPARTMENT OF JUVENILE JUSTICE PROCEDURE



Title: Career Service Grievances Procedures

Related Policy: FDJJ – 1002.10

I. DEFINITIONS

Business Days – Refers to the ordinary business hours, i.e., 8:00 a.m. until 5:00 p.m., Monday through Friday, in the time zone in which the grievant is located. Furthermore, “business days” do not include any day observed as a holiday, and days when offices are closed under an Executive Order of the Governor or otherwise for an emergency condition or disaster under the provisions of Rule 60L-34.0071(3)(e).

Filing Date – Date employee submits a signed, written grievance on a Step 1 or Step 2 Career Service Grievance Form (Attachments 1 and 2) to his or her Step 1 or Step 2 Representative.

Grievance – A dissatisfaction that occurs when an employee believes that any condition affecting the employee is unjust, inequitable, or a hindrance to effective operation. Claims of discrimination and sexual harassment or claims related to suspensions, reductions in pay, demotions, and dismissals are not subject to the career service grievance process.

Grievant – Permanent status career service employee filing a grievance.

Grievance Form – The Step 1 or Step 2 Career Service Grievance Form (Attachments 1 and 2) provided by the agency that must be completed to file a grievance.

Human Resources (HR) Grievance Coordinator – The Department of Juvenile Justice (DJJ) employee responsible for providing assistance to the grievant, the Step 1 and Step 2 Representatives relating to a grievance.

Permanent Status – A career service employee who has successfully completed the required probationary period and has attained notice and appeal rights pursuant to Section 110.227, F.S., in their current position.

Step 1 Representative – The grievant’s immediate supervisor or designee.

Step 2 Representative – The grievant’s immediate supervisor’s supervisor or designee.

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II. STANDARDS/PROCEDURES

1. Any permanent career service employee has the right to file a grievance as prescribed in this procedure.
2. Claims of discrimination and sexual harassment or claims related to suspensions, reductions in pay, demotions, and dismissals are not subject to the career service grievance process.
3. A permanent status career service employee may not submit a grievance when the subject of the grievance and/or relief requested has been or is currently the subject of another administrative action, or appeal before a governmental board or agency or court proceeding.
4. Should a grievant separate from their permanent status career service position while a grievance is pending, the grievance will cease and the file will be closed.
5. Upon receipt of the grievance, the HR Grievance Coordinator shall maintain a tracking system for all grievances.
6. HR shall serve as the central repository of all grievance files.
7. Once a grievance is filed, no new violation or issue can be raised.

A. Step 1 – Grievance Filed with Step 1 Representative:

1. The permanent status career service employee shall file a grievance by completing the Step 1 Career Service Grievance Form (Attachment 1) and submitting it to his or her Step 1 Representative within 14 calendar days following the occurrence of the event giving rise to the grievance.
2. The grievant shall submit a copy of the completed Step 1 Career Service Grievance Form to the HR Grievance Coordinator within 1 business day of the filing date for official file maintenance.
3. The grievant may contact the HR Grievance Coordinator relative to inquiries concerning the grievance.
4. The HR Grievance Coordinator shall address inquiries from the grievant relative to the grievance.
5. The grievant's Step 1 Representative may contact the HR Grievance Coordinator when a grievance is filed to determine if the issue grieved is grievable in accordance with the Career Service Grievance Procedure.
6. The grievant's Step 1 Representative shall meet via telephone or face-to-face with the grievant to discuss and provide a written response to the grievant within seven (7) business days following receipt of the grievance.
7. The Step 1 Representative shall provide a copy of the grievance response to the HR Grievance Coordinator within 1 business day of the of the deadline to respond.

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8. The HR Grievance Coordinator shall assist the Step 1 Representative on issues concerning the grievance.
9. If the grievant is dissatisfied with the response, the grievant may, within seven (7) business days, file the grievance at Step 2.
10. The grievant shall be responsible for filing at the next step.

B. Step 2 – Grievance filed with Step 2 Representative:

1. The grievant shall file a grievance with the Step 2 Representative within seven (7) business days following receipt of the Step 1 response, if dissatisfied.
2. The grievance shall be filed by completing the Step 2 Career Service Grievance Form (Attachment 2).
3. The grievant shall submit a copy of the completed Step 2 Career Service Grievance Form to the HR Grievance Coordinator within 1 business day of the filing date for official file maintenance.
4. The Step 2 Representative shall discuss the grievance with the Step 1 Representative in order to obtain background information regarding matters prior to meeting with the grievant.
5. The Step 2 Representative may contact the HR Grievance Coordinator to discuss the grievance.
6. The Step 2 Representative shall discuss the grievance with the Step 1 Representative in order to obtain background information regarding matters prior to meeting with the grievant. The Step 2 Representative shall meet via telephone or face-to-face with the grievant within five (5) business days following the receipt of the grievance.
7. The HR Grievance Coordinator shall assist the Step 2 Representative on issues concerning the grievance.
8. The Step 2 Representative shall respond in writing to the grievant within five (5) business days following the telephone or face-to-face meeting.
9. The Step 2 Representative shall submit a copy of the written response to the HR Grievance Coordinator for official record.
10. **The Step 2 decision shall be final and binding.**

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III. RESPONSIBILITY AND DUTIES

A. Grievant:

1. Must be a permanent status career service employee in their current position.
2. May contact the HR Grievance Coordinator relative to inquiries concerning grievances.
3. File Step 1 grievance with Step 1 Representative and provide a copy to the HR Grievance Coordinator.

B. Step 1 Representative:

1. May contact the HR Grievance Coordinator relative to inquiries concerning grievances.
2. Meet via telephone or face-to-face with the grievant.
3. Respond in writing to the grievant.
4. Provide a copy of the written response to the HR Grievance Coordinator.

C. Step 2 Representative:

1. May contact the HR Grievance Coordinator relative to inquiries concerning grievances.
2. Discuss the grievance with the Step 1 Representative.
3. Meet via telephone or face-to-face with the grievant.
4. Respond in writing to the grievant.
5. Provide a copy of the written response to the HR Grievance Coordinator.

D. HR Grievance Coordinator:

1. Provide assistance to the grievant, the Step 1 and Step 2 Representatives relative to issues concerning grievances.
2. Track grievances and maintain official grievance files.

IV. ATTACHMENTS

[Attachment 1 - Step 1 Career Service Grievance Form](#)

[Attachment 2 - Step 2 Career Service Grievance Form](#)