



CONCORD POLICE DEPARTMENT

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Grievance Procedures

Purpose

An important element of a sound personnel system is the existence of a formal procedure that allows employees to resolve their grievances in a fair and expeditious manner. Good management practices recognize that a carefully designed grievance process can help to reduce personnel dissatisfaction, improve morale, identify problems in the organization, and increase the positive perception members have of the organization.

There are currently two (2) collective bargaining units that represent employees of the Concord Police Department. The largest collective bargaining unit is the Concord Police Association. The contractual agreements among bargaining units are similar in many ways but are unique to each group represented. The grievance process is identified and explained within each of these agreements:

- The Concord Police Association Local 260, Massachusetts Coalition of Police (MACOP), AFL-CIO
- Town of Concord Public Safety Dispatchers, Teamsters Local Union NO.25

Policy [25.1.1]

It is the Policy of the Concord Police Department to abide by the grievance process set forth within each collective bargaining agreement for sworn and non-sworn employees.

The formal grievance procedures outlined in the collective bargaining agreements have been developed through the collective bargaining process. These procedures are not presented here but are referenced and acknowledged to insure all members of the Department are familiar with the process available to them to address conflicts and complaints arising out of their position in the organization.

Continued on next page

Grievance Procedures, continued

Policy [25.1.1]

Exempt and non-represented employees, those not covered by collective bargaining units, who may or may not have an employment agreement with the Town of Concord will file their grievances in accordance with the terms of their employment as outlined under the Town's personnel by-laws and the Human Resources Department.

The following groups within the Concord Police Department are exempt or non-represented by a collective bargaining agreement:

- Chief; grievance procedures by contract and Personnel By-Laws
- Special Police Officers (Human Resources and Personal By-Laws)
- Traffic Control Officers (Human Resources and Personal By-Laws)
- Per Diem Dispatchers (Human Resources and Personal By-Laws)
- Senior Administrative Assistant (Human Resources and Personal By-Laws)
- Senior Department Clerk (Human Resources and Personal By-Laws)\
- Crossing Guards (Human Resources and Personal By-Laws)

Procedures [25.1.2]

COORDINATING GRIEVANCES

The Chief of Police or designee will be responsible for the coordination of the grievance process. Any command staff officer receiving a grievance will do so in a polite and professional manner, while adhering to the contractual guidelines at all times. Any questions or concerns should be directed to the Chief of Police, or his designee, as soon as possible.

MAINTAINING AND COORDINATING THE GRIEVANCE PROCESS

The grievance records will be maintained under the direct supervision of the Chief of Police. Records will be maintained for every grievance and archived as necessary.

C. Grievance procedures are outlined in the police and dispatch collective bargaining agreements.
