

CHILD PROTECTION SERVICES
STANDARDS FOR EFFECTIVE PRACTICE
STANDARDS FOR HUMAN RESOURCES

11.7 EMPLOYEE GRIEVANCE PROCEDURE

Council on Accreditation Standards

The Council on Accreditation Standards G4.2 (Personnel Policies and Procedures) and G4.3 (Harassment Policy) link to and support Standard 11.7 *Employee Grievance Procedure*.

Administrative Code

There are no Ohio Administrative Code Rules that directly address Standard 11.7 *Employee Grievance Procedure*. See Chapter 4000 of the Administrative Procedures Manual (APM).

I. Philosophy

A grievance policy is established in non-union counties to assure that all laws, policies, procedures, work rules, or regulations are fairly and uniformly interpreted and applied by all supervisory personnel during the day to day business of the agency. In unionized counties, the labor contract that is negotiated and agreed to will contain a grievance procedure that ends in binding arbitration. By fairly applying all laws, policies, procedures, work rules, or regulations, the agency can better retain qualified employees.

II. Outcome

A grievance policy shall assure that employees' questions and concerns which develop in the day to day operation of the agency are promptly, respectfully, and objectively heard and answered.

III. Evaluation

FACSYS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- usage rate of grievance process;
- outcome of appeal compared to grievance filing;
- time between grievance filing and grievance decision.

IV. Standards for Implementation

- 1) Grievance is defined as a disagreement between an employee and management as to the interpretation or application of policies, rules and regulations, state civil service laws, state or federal laws relating to terms and conditions of employment, or other disagreements stemming from perceived unfair, or inequitable treatment during employment with the agency.
- 2) All employees are encouraged to use this grievance procedure when they perceive it to be justified. Furthermore, employees must be assured that the use of the procedure or testifying in a grievance hearing will not result in disciplinary action, harassment, or being dealt with in any other unfair manner by the agency (see Addendum E, *Sample Grievance Procedure*).
- 3) Nothing in the grievance policy denies an employee's legal right to appeal to the State Personnel Board of Review when and where that body has jurisdiction, the Ohio Civil Rights Commission, the Equal Employment Opportunity Commission,

or any court or regulatory agency of competent jurisdiction. However, once an employee elects to use the provisions or procedures of any of the above agencies or courts as remedy, he is denied the remedy of the agency grievance procedure. Any grievance filed prior to such appeal shall be considered withdrawn.

- 4) Grievances are to be settled at the earliest possible level of the procedure. The grievance must proceed through the levels in the order that they are specified in the grievance procedure.