

JUVENILE COURT HEALTH SERVICES PHARMACY PROCEDURES

Subject: GRIEVANCE PROCEDURE		Original Issue Date: 12/31/07	Procedure # 020
		Supersedes: 7/1/11	Effective Date: 1/30/13
Departments Consulted: DHS Pharmacy Affairs	Approved By: (Signature on File) Pharmacy Supervisor (Signature on File) Medical Director	Approved by: (Signature on File) Health Services Administrator	

PURPOSE

To provide employees with a clear system to voice any complaints.

PROCEDURE

1. Definition

- "Grievance" means a complaint by an employee concerning rules or regulations governing personnel practices or working conditions, and which complaint has not been resolved satisfactorily in an informal manner between the employee and his immediate supervisor.
- "Days" means calendar days exclusive of Saturdays, Sundays, and legal holidays.

2. Responsibilities

The immediate supervisor will, upon request of an employee, discuss the employee's complaint with the employee at a mutually satisfactory time.

3. Waivers and Time Limits

- Failure by Management to reply to the employee's grievance within the time limits specified automatically grants to the employee the right to process the grievance to the next level.
- Any level of review or any time limits established in this grievance procedure may be waived or extended by mutual agreement, confirmed in writing.
- If an employee fails to appeal from one level to the next within the times limits established in this grievance procedure, then the grievance shall be considered settled on the basis of the last decision, and the grievance shall not be subject to further appeal or reconsideration.

4. General Provisions

- An employee has the right to the assistance of a representative in the preparation of this written grievance, and to representation in formal grievance meetings.

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- If the employee elects to be represented by any person in a formal grievance meeting, the Department may designate a Management representative to be present at such meeting.

5. Procedure for an Informal Complaint

- Within ten days from the occurrence of the matter on which a complaint is based, or within ten days from his knowledge of such occurrence, and employee shall discuss the complaint in a meeting with his immediate supervisor.
- Within ten days from the date of the discussion with the employee, his immediate supervisor shall verbally reply to the employee's complaint.

6. Procedure for a Grievance

Step 1 – First Level Management

- Within ten days from receipt of the decision from an employee's supervisor, the employee, if not satisfied, may file a formal written grievance. The employee, stating the nature of the grievance and the solution requested from departmental management, shall complete three copies in the departmental grievance form. The employee shall submit two copies to his/ her immediate supervisor and retain the third copy.
- Within ten days, the immediate supervisor shall give a decision in writing to the employee on the original copy of the grievance.

Step 2 – Middle Level Management

- Within ten days from receipt of the supervisor's written decision and using the returned original copy of the grievance form, the employee may appeal the decision to middle management.
- Within ten days from receipt of the grievance, the manager shall give a written decision to the employee using the original copy of the grievance.

Step 3 – Upper-Level Management

- Within ten days from receipt of the decision of middle level management, the employee may appeal to the Deputy Director using the original copy of the grievance.
- Within ten days from the receipt of the employee's grievance, the Deputy Director or his designated representative who has not been involved in the grievance in prior levels shall make a thorough review of the grievance, may meet with the parties involved and shall give a written decision to the employee.

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On matters that are not subject to further appeal, the written decision of the Upper-Level Management or the designated representative shall be final.

REFERENCE

JCHS Policy # J-216, "Grievance Procedure"

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