

## Changes to Unified Personnel Board Policy 11: Grievance Process

### Summary

- Update Unified Personnel Board Policy 11: Grievance Process to change the Grievance Panel's name, structure, and scheduling time.
- Approved by the Unified Personnel Board on April 16, 2026.

### Background

Unified Personnel Board Policy 11: Grievance Process was updated to rename the Informal Grievance Committee as the Grievance Panel to better reflect its role. The Human Resources Representative (previously a rotating HR Manager) was removed from serving as both Chair and a voting member of the Grievance Panel. Instead, there will be a facilitator from the HR Employee Relations team who is well-versed in the grievance process to ensure consistent and effective facilitation. The facilitator will not participate in the panel's final decision-making. Additional changes were made to the panel composition and scheduling time. The Appointing Authorities and Employees' Advisory Council concurred with these recommendations.

### Updates

Unified Personnel Board Policy 11: Grievance Process was revised to remove the text shown in yellow strikethrough and add the text shown in red underline below. Minor grammatical revisions are not included.

#### Step 1 - Department Head

If the employee is dissatisfied with the Department Head's response or does not receive a response within seven calendar days, the employee may proceed to Step 2 - ~~Informal~~ Grievance Panel (unless the grievance matter is restricted to resolution at Step 1 per Personnel Rule 7).

#### Step 2 - ~~Informal~~ Grievance ~~Committee~~ Panel

If the employee is dissatisfied with the Department Head's response or receives no response within seven calendar days, the employee may, within 15 calendar days, ask the Chief Human Resources Officer to schedule a hearing before ~~an~~ the ~~Informal~~ Grievance ~~Committee~~ Panel. The first day of the fifteen days begins the day after the Department Head's response is received. If no response is received, the first day of the 15 days is the eighth day after the written grievance form is submitted to the Department Head.

The ~~Informal~~ Grievance ~~Committee~~ Panel will consist of five employees and will be

convened by the Chief Human Resources Officer. It will be composed as follows:

- Two Classified Service employees
- One Appointing Authority representative
- ~~One~~ Two Exempt Service employees
- ~~One~~ A Human Resources representative, who shall chair the committee who is familiar with the process, will facilitate the hearing and will not be part of the decision vote.\*

\*In cases where a Grievant requesting their grievance to be heard at Step 2 is a Classified employee in the Human Resources Department, the Chief Human Resources Officer shall consult with the Chair of the Unified Personnel Board to address potential conflicts of interest.

The pool from which the Classified Service employees are chosen will be provided by the Employees' Advisory Council on an annual basis and updated as needed. This list will be reviewed annually; however, additions and deletions can be made at any time. The Chief Human Resources Officer will compile a list of six employees who are not employed in the grieving employee's department from this pool. The grievant may strike two employees from the list. The Department Head or designee may then strike two additional employees from the list. The remaining two employees will serve on the Informal Grievance Committee Panel as the Classified Service representatives.

The pool of Exempt Service employees to be used will be compiled from lists provided by each Appointing Authority on an annual basis and updated as needed. This list will be reviewed annually; however, additions and deletions can be made at any time. The Chief Human Resources Officer will compile a list of ~~three~~ six employees who are not employed in the grieving employee's department from this pool but with a preference for exempt employees within the Appointing Authority of the grieving employee. The grievant may strike ~~one~~ two employees from the list. The Appointing Authority or designee may strike an additional two employees from the list. The remaining two employees will serve on the Informal Grievance Committee Panel as the Exempt Service representatives.

The Appointing Authority will serve on, or designate a representative to serve on, the committee Panel.

The Chief Human Resources Officer will designate a member of the Human Resources Department to serve as Chair Facilitator of the committee Panel.

The Chief Human Resources Officer will schedule the Informal Grievance Panel Hearing within ~~30~~ 60 calendar days of the grieving employee's request. Either the employee or the department may request the Chief Human Resources Officer to reschedule the hearing if necessary.

The hearing is subject to the Florida Sunshine Law (F.S. 286.011, et. seq.). Parties shall limit issues brought forth to those which relate to the grievance. The Chair Facilitator will document the process.

The order of presentation during the grievance will be:

- Employee will state **his/her** their case
- Panel may question the employee and/or witnesses already called
- Management will state its case
- Panel may question management's representative and/or witnesses already called
- Dialogue between all parties, last opportunity to ask questions
- Closing statements by each party, grievant and then management

Following the presentations, the **Informal** Grievance **Committee** Panel will deliberate and reach a decision. The decision of the **Committee** Panel will be announced at the conclusion of the hearing and a written decision of the **Committee** Panel shall be provided to the parties within ten calendar days of the conclusion of the hearing.

If either party is dissatisfied with the decision, the party may appeal the **Informal** Grievance **Committee's** Panel's decision to the Unified Personnel Board unless Personnel Rule 7 does not allow. Requests for appeal must be made in writing on the form provided by the Human Resources Department to the Chief Human Resources Officer within 15 calendar days of the date of the written decision of the **Informal** Grievance **Committee** Panel.