



OFFICE OF THE DIRECTOR OF POLICE THE UNIVERSITY OF TEXAS SYSTEM POLICY AND PROCEDURE MANUAL



Subject GRIEVANCE PROCEDURE			Policy Number 205
Effective Date October 4, 2012	Revision Date June 1, 2025	Reevaluation Date Annually	Number of Pages 3
Reference Standards CALEA: 22.4 IACLEA:		Rescinds or Amends Policy Number B-10	

I. PURPOSE

The purpose of this policy is to establish a grievance procedure for all University of Texas System police officers, telecommunication officers and public safety officers (the latter also referred to in some circumstances as guards). For the purposes of this policy only, the term “officer” shall refer to each of these three categories of employees. This policy provides an officer with a method to resolve their grievances with management fairly and expeditiously. Civilian administrative support staff, not included within this policy’s definition of officer, should follow their Institution’s grievance policy/procedure. This policy should be read in conjunction with ODOP Policy 204 – Complaint Investigation and ODOP Policy 208, Discipline and Appeal Procedure.

II. POLICY

It is the policy of the University of Texas System to seek fair and equitable solutions for problems arising from employment relationships and to meet the requirements of state and federal law. The unique role of the officer, who is subject to a Code of Conduct, requires that a separate grievance procedure be established System-wide.

It is the responsibility of the Chief of Police to ensure that this policy and the impact it may have on personnel processes are shared with your respective Human Resources counterparts.

III. DEFINITIONS

A grievance is defined as a work-related concern or problem raised by an employee with their supervisor. Grievances typically are used to resolve differences with wages, promotions, hours of work, working conditions, performance evaluations, merit increases, job or shift assignments, oral reprimands and interpretation or application of official policy.

IV. SCOPE

A. The grievance procedure does not apply to:

1. Decisions or actions that are reviewable pursuant to procedures provided by Policy 208 Disciplinary and Appeal Procedure, or other approved policies or procedures of The University of Texas System or its institutions; or

2. Administrative leave with pay pending an investigation of allegations related to an officer.
- B. The grievance process is initiated by an officer and is not considered part of a disciplinary process. The grievance process is a procedure to provide the officer with an opportunity to have work related concerns resolved with management, the institution, or fellow co-workers.
- C. An informal grievance is a discussion between the employee and their first line supervisor. The employee is raising a work concern or problem with management. Most informal grievances can be addressed informally and promptly by the supervisor.
- D. The officer filing a formal grievance should provide a written allegation of the specific wrongful act and harm done and a statement of remedy or adjustment sought.
- E. A written grievance and all written decisions and/or responses regarding the grievance will be part of the department file for all License Holders, as defined in ODOP Policy 502.

V. PROCEDURE

- A. Step One:
 1. The officer shall present formal and informal grievances to the first line supervisor for discussion and consideration. The presentation should be within five (5) working days from the date of the action, which is the subject of the grievance, or within five (5) working days when the officer first became aware or should have become aware of the action being grieved. The supervisor has five (5) working days to render a decision regarding the grievance.
 2. If the first line supervisor is the subject of the grievance, the officer may address the grievance to the next appropriate supervisor in the chain of command. Each supervisor involved in the resolution of the grievance shall inform the chain of command, including the Chief, of the grievance and decision.
- B. Step Two
 1. If the grievance is not satisfactorily resolved in Step One, the officer may present the grievance in writing to the next appropriate supervisor in the chain of command within five (5) working days from the date the Step One supervisor rendered a decision. The written complaint should be clearly identified as a grievance, contain a concise statement that explains the specific complaint, and contain the employee's recommendation for attaining a sufficient remedy of the complaint. A written decision by the supervisor will be provided to the officer within five (5) working days of receipt of the grievance.
 2. If the grievance is not satisfactorily resolved, the officer may continue to present the grievance in the same manner to the next appropriate supervisor in the chain of command.
 3. At each step, the grievance must be presented within five (5) working days of the date on the written response from the last supervisor. This written response by each involved supervisor should be provided to the officer within five (5) working days after receipt of the grievance.
- C. Step Three
 1. Grievances not satisfactorily resolved in Step Two may be appealed in writing to the Chief of Police within five (5) working days of the last date in the Step Two process.

2. The document should be clearly identified as a grievance, contain a concise statement that explains the specific issues, explain why the Step Two decision is incorrect or unacceptable, and contain the officer's recommendation for attaining an acceptable remedy.
 3. Within a reasonable time after receiving the grievance document, but not to exceed five (5) working days, the Chief of Police will provide the officer with a written response of their decision.
- D. Step Four
1. If the grievance is not satisfactorily resolved after review by the Chief of Police, the officer may appeal, in writing, to the Vice President or their designee within five (5) working days. Within a reasonable time after receiving the grievance documents, but not to exceed thirty (30) days, a written decision will be provided to the officer by the Vice President or their designee. The decision by the Vice President or their designee is final.
- E. If additional time is needed to adequately address the grievance, the Chief of Police can grant time extensions at any step in the grievance process.

VI. GRIEVANCE COORDINATION AND ANALYSIS

- A. The Chief of Police shall appoint a person from the department who will coordinate the employee grievance process. The appointed person will receive all written documents associated with the grievance process.
- B. The appointed person has the responsibility for the maintenance and control of grievance records. An analytical report of the grievance records should be prepared annually for the Chief of Police to note any trends and/or steps necessary to minimize the causes of future grievances.

Michael Parks
Executive Director of Police

Changes/Amendments since last publication

Revision of Section IV. E. to meet TCOLE Model Policy related to personnel and department files. Grammatical and formatting corrections throughout the policy. Updated Executive Director name. June 1, 2025.