
LAURENS COUNTY LAW ENFORCEMENT CENTER

STANDARD OPERATING PROCEDURES

SOP# A-200

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SUBJECT: COMPLAINT PROCEDURES

INDEX AS: COMPLAINT PROCEDURES

EFFECTIVE DATE: APRIL 27, 2005 REVISED DATE:

I. PURPOSE:

To provide guidelines for the employees of the Laurens County Law Enforcement Center in filing a grievance.

II. GENERAL INFORMATION:

A. Complaint:

A means shall be provided by the Sheriff to establish and maintain an administrative system that assures prompt, orderly, and fair responses to an employee's problems or complaints. By following this principle, effective supervisor/employee relations can be attained and maintained. The policy is as follows:

1. All employees have the right to present their problems and complaints in accordance with this policy free from interference or restraint, and without fear of coercion, discrimination, and reprisal.
2. Each Division head shall take the necessary steps to ensure that all employees are fully informed of this Policy and the procedures developed and maintained by the Laurens County Law Enforcement Center.

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B. INFORMAL COMPLAINT PROCEDURE

An employee who has a problem or complaint should first try to resolve it through discussion with their immediate supervisor without delay. If after discussion they do not believe the problem has been satisfactorily resolved, they shall have the opportunity to discuss it privately with the immediate Supervisor of their Supervisor.

Every effort should be made to find an acceptable solution by informal means at the lowest possible level of supervision. If the employee is not in agreement with the decision reached by discussion, they have the opportunity to file a formal complaint as outlined below.

C. FORMAL COMPLAINT PROCEDURE

1. First Level of Review:

A complaint shall be presented in writing to the employee's immediate supervisor, who shall render his decision in writing and return it to the employee within five (5) work days after receiving the complaint. If the employee does not agree with their supervisor's decision, or if the immediate supervisor fails to provide resolution of the complaint as outlined above, the employee may request to present his/her complaint higher up the chain of command. A request form, (see attachment A) must be completed. Failure of the employee to take further action within five (5) work days after receipt of the written decision of their supervisor's immediate supervisor, or within ten (10) work days if no decision is rendered, will constitute a withdrawal of the complaint.

NOTE: SEE REQUEST FORM ATTACHMENT A-

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2. Further Level or Levels of Review as Appropriate:
The supervisor receiving the complaint shall review it, render his/her decision and comments in writing, and return them to the employee within five (5) work days after receiving the complaint. If the employee does not agree with the decision, and if no answer has been received within five (5) work days after the supervisor received the complaint, the employee may present the complaint in writing to the Chief Deputy. Failure of the employee to take further action within five (5) work days after receipt of the written decision of the supervisor, or within ten (10) work days if no decision is rendered, will constitute a withdrawal of the complaint.

3. Chief Deputy Review:
When the Chief Deputy receives the complaint, or his designated representative, he shall discuss the complaint with the employee, his representative, if any, and with other appropriate persons.

The Chief Deputy shall render a decision and comments in writing, and return them to the employee within five (5) work days after receiving the complaint. If the employee does not agree with the decision reached or if the Chief Deputy fails to provide resolution of the complaints outlined above, the employee may present his complaint in writing to the Sheriff . Failure of employee to take further action within five (5) work days after receipt of the written decision of the Chief Deputy will constitute a withdrawal of the complaint.

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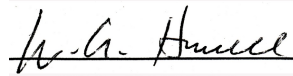
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4. Sheriff's Review:

The Sheriff , upon receiving the complaint, may discuss the complaint with the employee, his representative, if any, and with other appropriate persons. The Sheriff shall render a decision and comments in writing and return them to the employee within five (5) work days after receiving the complaint. The decision of the Sheriff shall be final.



W. A. HARRELL
SHERIFF

04/27/2005

DATE

REQUEST FORM

DATE:

REQUEST MADE BY:

DO YOU WISH TO SEE THE NEXT CHAIN OF COMMAND : YES NO

RESULT: ACCEPTED DENIED:

FURTHER ACTION TAKEN:

SIGNATURE OF REQUESTOR:

SIGNATURE OF SUPERVISOR DATE

SIGNATURE OF SUPERVISOR DATE