

Section 16 - Grievances

New York State Law Enforcement Accreditation Program

16.1 Grievance Procedures

ADMINISTRATION

STANDARD 16.1 **The agency has a written directive or agreement that outlines a grievance procedure.**

Commentary: *The purpose of this standard is to outline procedures for submitting and responding to grievances. These procedures should be consistent with applicable collective bargaining agreements.*

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the agency which could also be acceptable.

1. A copy of the written directive or collective bargaining agreement addressing grievance procedures is available for review.
2. Examples of all reports, forms, records and files utilized and/or maintained in the appeal process are available for review.
3. Interview(s) with employees who are involved in the grievance process to verify that appropriate procedures are being followed.