

The Employee Grievance Process

Frequently Asked Questions



The below information is an overview of the grievance process. For more detailed information, please refer to the [Dallas County Code](#) and the appropriate sections identified below.

Question: What is the purpose of the Dallas County grievance process?

Answer: The purpose of the grievance procedure is to settle all grievances between the County and all employees under the civil service system as quickly as possible, so as to assure efficient work operations and employee morale is maintained. [Section 86-1001](#).

Question: Who is eligible to file a grievance or Application for Discretionary Review?

Answer: Any category C or D regular, full-time *civil service covered employee* may file a grievance or an Application for Discretionary Review. [Section 86-1002](#).

Question: What employment actions can I grieve?

Answer: You may file a **grievance** in one or more categories as identified in [Section 86-1003\(a\)](#).

- Termination, Demotion, Suspension, or Decrease in Pay.

Question: What employment actions can I file an Application for Discretionary Review?

Answer: You may file an **Application for Discretionary Review** in one or more categories as identified in [Section 86-1003\(b\)](#).

- Improper application of rules, regulations and procedures;
- Unfair treatment, including retaliation;
- Discrimination because of race, religion, color, creed, gender, age, national origin, disability, sexual orientation, or political affiliation;
- Improper application of fringe benefits or improper working conditions;

When filing an Application for Discretionary Review, an applicant MUST provide:

- Files an application in accordance with the deadlines in Sec 86-1004(a);
 - Certifies that the matter has proceeded through the chain of command and it was not resolved administratively by the department and attaches any written determination of the department's actions;
 - Attaches a completed grievance form;
 - Sets forth, in specific detail, how he/she has been actually harmed in a tangible way, i.e., suffered some actual damages(s). ("Actual damage" means a loss of injury that has actually occurred.)
 - Seeks an appropriate remedy within the Civil Service Commission authority.
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Question: Where can I locate the policies, procedures and form to file a grievance or Application for Discretionary Review?

Answer: There are three options for obtaining the grievance and Application for Discretionary Review procedures and forms.

Option #1: Go to the Dallas County website, select "*Department*", click on Human Resources Department, locate and open the link HR Forms. From there you can download and print a copy of the grievance procedure and form;

Option #2: Open the document and complete. Once you have completed the form you can either send the form via email to Jose.Melendez@dallascounty.org or print a copy and hand deliver to the Human Resources Department; or

Option #3: You may also obtain a copy of the grievance procedure and form from the Human Resources/Civil Service Department located at the Renaissance Tower 1201 Elm St., Ste. #2300-B, Dallas, TX 75270.

Question: Where do I file a grievance?

Answer: It is the employee's responsibility to file the grievance with their appropriate level of management, and a copy to the Human Resources/Civil Service Department. [Section 86-1004](#).

Question: What are the time limits for filing a grievance?

Answer: All grievances must be filed in writing within seven (7) calendar days from its occurrence, **exclusive of county holidays**. [Section 86-1004](#). Please ensure that when you file your grievance or Application for Discretionary Review, you obtain a signature and date stamp on the form.



Frequently Asked Grievance Questions (Cont'd)

The below information is an overview of the grievance process. For more detailed information, please refer to the [Dallas County Code](#) and the appropriate sections identified below.

Question: What happens if I fail to file my grievance within the seven (7) calendar days?

Answer: If the employee fails to meet the filing time limits, the grievance will be considered null and void [Section 86-1004\(g\)](#).

Question: What is the process after I file my grievance?

Answer: The supervisor/manager shall provide the employee a written response within seven (7) calendar days, exclusive of county holidays, from receipt of the grievance. The response will inform the employee of the next management level and the filing time limit for an appeal.

Question: What happens if my supervisor/manager fails to meet the time limit to provide a response?

Answer: If the supervisor/manager fails to meet the filing time limits the employee may then file with the next higher level of management. [Section 86-1004\(h\)](#).

Question: What if I disagree with the determination of the grievance?

Answer: If the employee is not satisfied with the determination of the grievance, the employee shall have seven (7) calendar days, exclusive of county holidays, to make a written appeal to the next level of supervision.

Question: What is the order of the appeal process?

Answer: A grievance must be appealed through the chain of command. [Section 86-1005](#).

For further assistance, contact the Employee Relations Division in the Human Resources/Civil Service Department at 214-653-6044.