

**2020**

**BURLINGTON POLICE  
DEPARTMENT**

2020 Grievance  
Analysis

Assistant Chief Chris Gaddis

Support Bureau

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267 W. Front Street

Burlington, NC 27215



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# Purpose:

## Purpose of the Grievance Analysis

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In accordance with Burlington Police Department Policy 08-12 and CALEA 22.4.3, and PSC 3.5.3 the agency is required to complete an analysis of formal grievances for the 2020 calendar year. The purpose of the analysis is to discover any agency problems or trends with the filed grievances and to review policy and procedures for both Law Enforcement and Communications, to help mitigate personal dissatisfaction, improve morale, identify problems in the agency, and increase the organization's positive perception.

Per CALEA 22.4.1 and PSC 3.5.1 the policy defines a grievance as a claim or complaint based upon an event or condition which affects the circumstances under which an employee works, allegedly caused by misinterpretation, unfair application, or lack of established policy about employment conditions, defined in Chapter 2, Division 10 of the Burlington City Code. The policy defines the procedural steps of the type of information to be submitted when filing a grievance and time limitations at each level to be followed by both employees and supervisory staff for the filing, response, appeal, and establishing criteria for employee representation.

Per CALEA 22.4.2 and PSC 3.5.2, the policy identifies a position responsible for the coordination of grievance procedures and the maintenance and control of grievance records. Due to its importance and the statutory requirements, the policy will continue.

# Overview of the Year – 2020:

## Overview and Impact of COVID

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During the analysis of this program, there were no reported grievances filed in the 2020 calendar year. A further review of the prior ten calendar years found that only four grievances have been filed for Law Enforcement and none for Communications in that period. A review was conducted for each of these previous allegations, and none were sustained. However, in certain circumstances, additional training and policy changes were completed as a procedural step to ensure that the involved policy was correctly followed or appropriately written.

In 2020 the agency made several significant temporary procedural and staffing changes to mitigate the threat of the Covid-19 pandemic on the agency. Throughout this response, none of the changes had a bearing on the grievance policy.

# Recap of Last Year's Report Recommendations:

## Recommendations for 2020 and Actions Taken

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1. Revisions to the policy will need to be incorporated into Lexipol content and update the new procedures for filing, responding, and appealing to match the recent (2019) changes made to the City of Burlington Employee Policy. – **Completed**

A draft has been completed, approved by the Assistant Chief of the Support Bureau, and is pending approval by the Chief of Police. Once this is achieved, the new Lexipol Policy will be disseminated to all staff during the first quarter of 2021.

2. All employees will be notified through Power DMS of the procedural changes in the grievance procedure, policy, and form. They will be required to review and sign via an electronic signature in PowerDMS to confirm compliance. – **Not Completed**

The Grievance Form was updated and has been added to the internal forms folder. A policy draft has been completed, approved by the Assistant Chief of the Support Bureau, and is pending approval by the Chief of Police. Once this is achieved, the new Lexipol Policy will be disseminated to all staff during the first quarter of 2021.

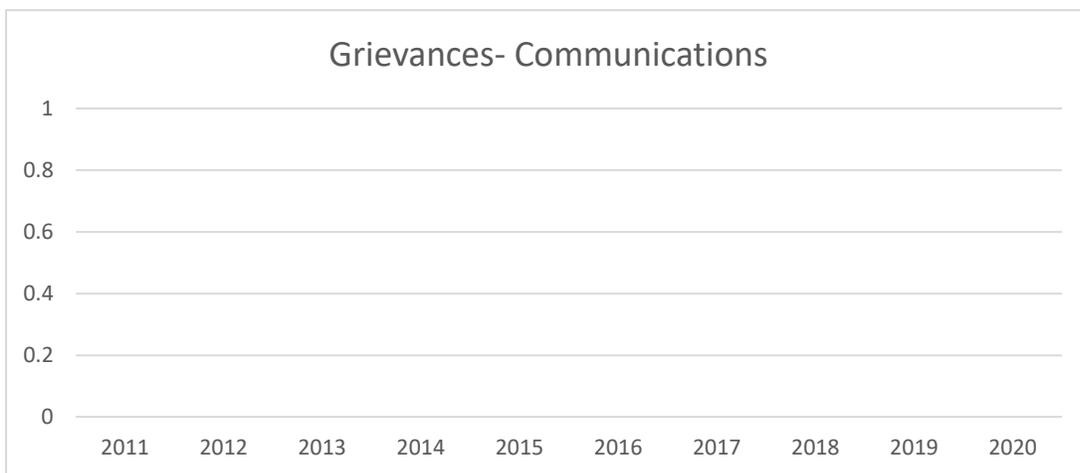
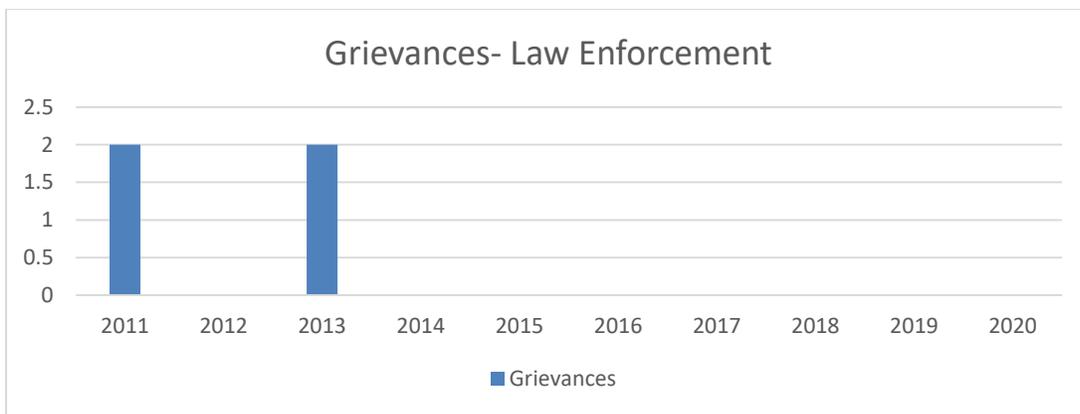
3. This policy will continue to be reviewed and highlighted during the New Supervisor and New Employee courses offered by the Training Section of the Burlington Police Department. - **Completed**

# Report Data:

## 2020 Data of Law Enforcement and Communications

Formal Grievances	
Grievances	0/ None
Number	0/ None
Data Collection Period:	1-1-2020 to 12-31-2020

For the last ten years, there have been four formal grievances filed for Law Enforcement (*CALEA 22.4.3*) and none for the Burlington Communications Center (*PSC 3.5.3*). All of these incidents were found to be Unsustained. See the charts below:



# Findings:

## Successes or Failures

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Due to no grievances being filed in 2020, there were no failures with procedures for processing. The agency will continue to highlight and discuss the policy and procedures through the New Employee and New Supervisor Training Courses as part of continuing education.

# Policy, Procedure, and Technology Review:

## Policy/ Procedure

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The grievance policy and the "Grievance Complaint Form" were reviewed and changed over to Lexipol content. The new policy will be uploaded to PowerDMS and disseminated by the end of the first quarter of 2021.

The Police Chief and the Assistant Chief of the Support Bureau are responsible for coordinating the grievance procedure. The Professional Standards Division lieutenant has maintenance and control of the grievance records through secured administrative rights in Blue Team. These records are separate from the central personnel filing system.

# Recommendations for 2021:

## Recommendations for 2021

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1. Upon the Lexipol policy transition's final approval, the policy changes should be disseminated to all staff during the first quarter of 2021.
2. For the 2021 analysis, a survey of all employees (Communications and all others) should be undertaken to confirm that employees are generally aware of the grievance process and how to file a grievance.



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