EMPLOYEE APPEALS AND GRIEVANCES

FORMAL INTERNAL GRIEVANCE PROCESS

EMPLOYEE GRIEVANCE POLICY: <https://oshr.nc.gov/policies-forms/discipline-appeals-grievances/employee-grievance-policy>

CONTACT US

Grievance Intake Office Director/Agency Legal Specialist

NC Department of Public Safety Julie Weissman

Human Resources

Mailing Address: Grievance Intake Coordinator

NC Department of Public Safety Tracy S. Perry

Attn: Grievance Intake Coordinator

512 N. Salisbury Street

4201 Mail Service Center Phone: (919) 825-2756

Raleigh, NC 27699-4201 Email: [Grievance.Appeals@ncdps.gov](mailto:Grievance.Appeals@ncdps.gov)

GRIEVANCE FORMS

HR 554/554a Informal Discussion Worksheet (if needed; completed by management)

HR 555 Step 1 Mediation

HR 556 Step 2 Hearing

HR 556a Step 2 Employee/Witness

EMPLOYEE CHECKLIST

* READ prior to filing a grievance read the Employee Grievance Policy

<https://oshr.nc.gov/policies-forms/discipline-appeals-grievances/employee-grievance-policy>

* REQUEST an Informal Discussion (if required) –refer to Employee Grievance Policy

\*send request to supervisor/management by email for record purposes

* COMPLETE grievance form ONLINE or PRINT CLEARLY
* INCLUDE name, mailing address, telephone contact number(s) and
* EMAIL personal email address – (\*see NOTE below)
* SUMMARY provide specific dates and/or details related to your complaint – Step 1,   
   page 2
* DEADLINE filing forms must be RECEIVED in the Grievance Intake Office within   
   fifteen (15) calendar days from the date of the alleged   
   event/incident/action that is the reason for the grievance

\*NOTE: Use of Work Email Address: E-mail correspondence sent to and from this address may be subject to the provisions of G.S. 132-1, the North Carolina Public Records Law, and may be subject to monitoring and disclosed to third parties, including law enforcement personnel, by an authorized state official

FREQUENTLY ASKED QUESTIONS

Q: How do I submit an employee grievance?   
A: There are three ways to submit your grievance:

* 1. Email [Grievance.Appeals@ncdps.gov](mailto:Grievance.Appeals@ncdps.gov)
  2. Mail NC Department of Public Safety

Attn: Grievance Intake Coordinator

* + 1. Salisbury Street, Raleigh, NC 27614 or
    2. 4201 Mail Service Center, Raleigh, NC 27699-4201
  1. Hand Deliver to: State Capitol Police

417 N. Salisbury Street

Raleigh, NC 27603

\*\*FAXES NOT ACCEPTED

Q: Can my grievance be delivered in person to the grievance intake office?

A: NO. Grievances are only accepted by email, mail or hand delivery to State Capitol Police.

Q: What happens during the grievance process?

A: The grievance process has two steps. The first is Step 1 Mediation – if mediation does not resolve your grievance, you may file to Step 2 for an employee advisory hearing with a Hearing Officer. Both steps have requirements and deadlines – read Employee Grievance Policy at <https://oshr.nc.gov/policies-forms/discipline-appeals-grievances/employee-grievance-policy>.

Q: How will my grievance be scheduled?

A: The Grievance Intake Coordinator is responsible for scheduling your Mediation or Hearing and will notify you by using the contact information provided on the Forms HR 555 and HR 556.

Q: What happens if I miss my schedule mediation or hearing?

A: You will FORFEIT your ability to continue in the employee grievance process if you do not attend your scheduled Mediation or Hearing - you will have NO FURTHER APPEAL RIGHTS and the process will stop.