

The University encourages employees to express their dissatisfactions so problems can be resolved as quickly as possible. Supervisors are responsible for maintaining an open door to employee complaints and for resolving them according to their merit. Staff are encouraged to use appropriate channels to express and resolve issues informally whenever possible.

If informal discussions are unsuccessful or not feasible, a staff member can file a formal written grievance as noted in the Employment Manual. Timely and valid grievances can often be resolved through this procedure. Per University policy, only incidents that are raised within 30 working days from the time the employee knew, or reasonably should have known, of the event or condition giving rise to it, are considered under the grievance procedure. At no time will staff suffer reprisal as a result of filing a complaint or grievance. Please note that second or third party grievances will not be heard under the University's grievance procedure.

Grievances are processed through the following progressive steps in an effort to resolve the issue:

Step One: Immediate Supervisor

Step Two: Department Head

Step Three: AVP of HRD or Designee

Step Four: President's Review Panel

Name: _____

Department/College: _____ **Ext.** _____

Statement of Grievance and Facts Involved

State the incident/issue which occurred that you wish to have addressed. State as many specific facts as possible, along with dates and witnesses as appropriate. If more space is needed, please attach an additional sheet of paper.

Resolution Requested

State the corrective action you are seeking.

After you have completed the Statement of Grievance and Resolution Requested sections, please submit this form to your immediate supervisor, or the department head if serving as the immediate supervisor, for discussion and resolution.

Employee Signature: _____ Date: _____

Step One: Immediate Supervisor Response

Upon receipt of the grievance, the immediate supervisor (or the department head if serving as the immediate supervisor) has a five-day time limit to arrange a meeting with the staff member. During this meeting, the grievance should be discussed as fully and openly as possible. The immediate supervisor (or the department head if serving as the immediate supervisor) then has five days from this meeting date to respond in writing to the staff member with his/her disposition.

* If more space is needed, please attach an additional sheet of paper.

Immediate Supervisor Signature: _____ Date: _____

The staff member may either accept the immediate supervisor's disposition, or appeal to **Step Two** of the grievance process.

- Resolution Accepted**
- Unresolved – Appeal to Step Two**

NOTE: If an employee wishes to appeal to **Step Two**, he/she must present all documentation from **Step One** to the Department Head.

Step Two: Department Head Response

Upon receipt of the grievance, the department head has a five-day time limit to arrange a meeting with the staff member to discuss the grievance further. The department head then has five days from this meeting date to respond in writing to the staff member with his/her disposition.

* If more space is needed, please attach an additional sheet of paper.

Department Head Signature: _____ Date: _____

The staff member may either accept the department head's disposition, or appeal to **Step Three** of the grievance process.

- Resolution Accepted**
- Unresolved – Appeal to Step Three**

NOTE: If an employee wishes to appeal to **Step Three**, he/she must present all documentation from **Steps One and Two** to the AVP of HRD or designee. The AVP of HRD or designee then has a seven-day time limit to arrange a meeting with the staff member, at which time the grievance will be discussed further. This meeting may be recorded. AVP of HRD or designee may invite others to the meeting for their possible contribution to settlement of the matter. After the meeting, the AVP of HRD or designee has seven days to respond in writing to the staff member with his/her disposition.

If the staff member does not agree with the **Step Three** response, he/she must contact HRD within 15 work days to discuss the **Step Four** procedures. Please note that **Step Four** is not available if the employment action is suspension or dismissal.