



BUSINESS POLICY AND PROCEDURE MANUAL	Date Issued: 11/93	Revision Date:	Page: 1 of 1
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	Section: PERSONNEL		
Subject: GRIEVANCE POLICY FOR STAFF			

GENERAL STATEMENT OF POLICY

The University recognizes that, from time to time, disagreements may arise among staff members. It is the policy of the University to provide staff with a process to discuss differences. A grievance process will allow staff to seek formal resolution to matters between them and the University.

The grievance process is an advisory process. This grievance process is intended to address only staff grievances on matters pertaining to the specific application of University policies and operating procedures.

The Vice President for Finance and Administration shall be responsible for developing operating procedures to implement this policy.



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OPERATING PROCEDURES

1. Purpose -

The purpose of the University's Grievance policy is to provide a process for staff to resolve differences that may arise. These operating procedures outline the process by which such differences may be addressed. This grievance process is intended to address only staff grievances on matters pertaining to the specific application of University policies and operating procedures. These procedures are not applicable to faculty-related issues, which fall under the purview of the Faculty Handbook Grievance procedure, nor do they apply to issues which arise out of the application of a policy or procedure for which other review and/or investigation processes exist, such as sexual harassment, job evaluation reconsiderations, performance appraisals, etc.

2. Informal Dispute Resolution Process -

The employee should discuss concerns about matters pertaining to the application of University policies or operating procedures affecting his/her employment with the immediate supervisor for the purpose of attempting to develop a satisfactory resolution. The employee should (1) state the problem(s) and the policies and procedures in question, (2) identify how he/she believes the problem(s) should be resolved, and (3) specifically advise the immediate supervisor that the employee is initiating the informal dispute resolution level of the grievance process. The informal dispute resolution process should be initiated within ten (10) calendar days of the challenged event or action, or within ten (10) calendar days of when the employee has knowledge of or reasonably should have had such knowledge of the event or action. If no satisfactory resolution is affected through this informal process the employee's immediate supervisor should so indicate in writing and the employee may elect to file a formal written grievance by following the process outlined below:

3. Level 1 – Formal Dispute Resolution Process – Supervisor/Department Head -

A. If efforts to resolve the grievance through the Informal Dispute Resolution Process do not produce an acceptable resolution, an employee may pursue his/her grievance by submitting the grievance in writing to the next level Supervisor or the Department Head, at the employee's election within ten (10) calendar after completion of efforts to resolve the matter informally with the employee's immediate supervisor. This written grievance must identify the problem or problems, specify the pertinent University procedures or policies implicate by the challenged action (s), and specify the desired resolution. Once the grievance is reduced to writing, it may not be expanded later to include issues not stated in the original filing.



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Copies of the written grievance shall be submitted to the immediate supervisor, Department Head, the appropriate Vice President, the Vice President for Finance and Administration, and any intermediate level of supervision between the immediate supervisor and Department Head.

If the employee is the Provost, a Vice President or reports to the President, Provost or a Vice President, he/she may initiate the formal procedures at Level 2.

Failure to meet the submission deadline ends the grievants' ability to pursue the matter further.

- B. Upon receipt of the written grievance, the next level supervisor or Department Head who is considering the grievance will meet with the employee and initiate an appropriate investigation/review of the matter. The next level Supervisor or Department Head will provide a written response to the employee with copies to the immediate supervisor, other intermediate levels of supervisors, the Department Head, the appropriate Vice President, and the Vice President for Finance and Administration within ten (10) calendar days of receipt of the grievance. The Level 1 response will be deemed to be acceptable to the grievant unless the grievant initiates a Level 2 grievance. If the Supervisor or Department Head fails to act within the specified timeframe without obtaining an extension as set forth below, the Vice President for Finance and Administration will respond to the grievance, in writing, within fifteen (15) calendar days.

4. Level 2 – Formal Dispute Resolution Process – Vice Presidents/President -

If the employee is not satisfied with the Level 1 response to the grievance he/she may appeal the decision by submitting a written appeal to the appropriate Vice President (or the President for anyone working within three (3) levels removed from the President) within ten (10) calendar days of receiving the Level 1 response. This appeal must include copies of the original formal grievance, the Supervisor's, Department Head's or Vice President for Finance and Administration's response at Level 1, a statement by the employee specifying why the Level 1 decision is incorrect or unacceptable, and a proposed resolution. The appropriate Vice President/President will meet with the employee and conduct an appropriate investigation/review of the grievance appeal. Within fifteen (15) calendar days of receipt of the appeal, the appropriate Vice President/President will provide a written response to the employee. The decision of the Vice President/President is the final step of the grievance appeal process.

5. General Provisions -

- A. Time Extensions: The time lines at each level may be extended by written mutual agreement of the parties involved. In the event of holidays, energy conservation days, vacations, sick leaves, worker's compensation leaves, funeral leaves, off-campus business absences, or other absences from campus



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by the grievant, the responding entity, or witnesses, the timelines of the grievance resolution process at each step automatically will be extended by the number of days of the absences. Except for holidays and energy conservation days, written notice of such automatic extension shall be provided to the non-absent party by the party who has the absence.

At any level, however, if the official or Supervisor responding for the University deems that the complexity of the grievance is such that the response deadline is unrealistic, an additional fifteen calendar days may be added to the response deadline without mutual agreement. If such calendar days are added, the responding official or supervisor shall provide written notice of the extension to the grievant within the originally designated timeframe.

- B. No person responding for the University at any level of the grievance process, formal or informal, may resolve a grievance in any manner is inconsistent with other University policies, procedures, or practices.
- C. Failure by any official or supervisor responding on behalf of the University to do so within the time frame specified at any level of the grievance procedure shall not constitute a de facto acceptance by the University of the resolution proposed by the grievant. In Level 1 and Level 2 cases, the Vice President for Finance and Administration shall be responsible for ensuring that the grievant receives a response to their grievance.
- D. Failure by the grievant to appeal a grievance from one step to the next shall result in the grievance being deemed resolved on the basis of the University's last answer.
- E. Any resolution of a grievance agreed upon by the University and the grievant at any state of grievance procedure will conclusively dispose of the grievance and shall be binding upon the University and the grievant.