

BULLETIN NUMBER 28

TO: President, Vice Presidents, Deans, Department Chairs & Reynolda Campus Staff

FROM: Ralph D. Pedersen
Director of Human Resources

DATE: November 6, 2001

SUBJECT: Guidelines for Filing and Processing Staff Employee Grievances and Appeals

1. References

Human Resources Policy and Procedures Manual (HRPPM) Section XII-2, Staff Employee Grievance and Appeal Process

2. General

- a. The Staff Employee Grievance and Appeal Process has been established to provide a streamlined and effective process for regular staff employees to seek relief or redress from work-related problems and complaints.
- b. The grievance and appeal process includes four steps – an informal step, a formal step, an appeal step, and a final review step. A grievance may be resolved after Step I; no grievance resolution is required to proceed through all four steps. This process has been designed to provide the grieving employee with a decision regarding his/her complaint in a timely manner.
- c. The Employee Relations Manager is responsible for monitoring the grievance and appeal process and for providing assistance and mediation services to the parties when requested.

3. Procedure

- a. The first step of the grievance process is an informal discussion of the staff employee's complaint (grievance) with his/her immediate supervisor. This attempt to informally resolve the complaint is to take place within five (5) working days of the event prompting

the grievance. The supervisor will ordinarily propose a resolution within ten (10) working days.

- b. Once a decision is rendered by the immediate supervisor, the staff employee may accept the resolution or file a formal grievance. The formal written grievance is to be filed within five (5) working days of receipt of the immediate supervisor's decision. The **Staff Grievance Form** (copy attached) may be used for this purpose. Upon receipt of a formal grievance, the Employee Relations Manager refers the grievance for review and appropriate action (Step II) to a higher level supervisor of the immediate supervisor with whom the employee informally discussed his/her grievance. The higher level supervisor is one who has not been previously involved in the decision-making process. The reviewing supervisor will ordinarily render a written decision to the staff employee, (copying the employee's immediate supervisor and the Employee Relations Manager) within ten (10) working days from receipt of the grievance. The **Response to Staff Employee's Formal Grievance** form (copy attached) may be used for this purpose.
- c. The staff employee may accept the reviewing supervisor's decision or may appeal the decision to the Staff Grievance Committee (Step III). An appeal must be submitted to the Employee Relations Manager within five (5) working days after receipt of the reviewing supervisor's decision. The **Appeal to the Staff Grievance Committee** form (copy attached) may be used for this purpose.
- d. The Employee Relations Manager will determine if the matter has validity as a grievance or if another means of resolution is appropriate. For those valid grievances subject to review, the appeal step of the staff grievance process (Step III) provides the staff employee an opportunity to appeal the resolution of the complaint to a three-member Hearing Panel of the Staff Grievance Committee. The Hearing Panel listens to all parties involved in the grievance and after appropriate deliberation, renders its decision to the appropriate resolution of the grievance.
- e. Either party may seek final review of the Hearing Panel's resolution by the Vice President for Finance and Administration (or, for grievances involving persons under the direct supervision of such Vice President, by another Vice President designated by the President). The Vice President will conduct a review without further hearing, and the resolution of the Vice President is final.

4. Referral

Questions regarding these guidelines may be referred to the Employee Relations Manager, Department of Human Resources, Room 116, Reynolda Hall at 758-4814.

Attachments

Staff Grievance Form (HR Form # WFU-HR-0013)

Response to Staff Employee's Formal Grievance (HR Form # WFU-HR-0014)

Appeal to the Staff Grievance Committee (HR Form # WFU-HR-0015)