

### 6.3. Procedures for Grievances or Resolutions of Controversy

#### 6.3.1. Level One: Informal Process

Many Grievances or Resolutions of Controversy (RoC) can be efficiently resolved through direct communication or negotiation with colleagues, supervisors or appropriate administrators. Depending upon the specific organizational hierarchy, there may be multiple supervisory levels to attempt to resolve the Grievance or RoC prior to escalating the conflict to the formal level. These may include, but are not limited to Occupational Program Directors, Division/Department Chairs, or Deans. By mutual agreement all supervisory levels may meet during the informal step to resolve the issues in a single meeting and parties may request a neutral facilitator or mediator (see RFP 6.5.) to assist in the discussion.

Within twenty-five (25) accountability days of the occurrence of the act or omission giving rise to the Grievance or RoC or within twenty-five (25) accountability days of the date when the grievant or complainant should reasonably have known of the act or omission, the employee shall present the Grievance orally or written to his/her immediate supervisor. For a Grievance, the grievant shall cite the specific section of the RFP or Administrative Regulation which has allegedly been misapplied, misinterpreted, or violated. For a RoC, the complainant shall specify the nature of the complaint. The purpose of bringing the matter to the attention of the immediate supervisor is to resolve the matter at the lowest level.

The supervisor or administrator has five (5) accountability days to schedule the problem-solving meeting. The actual problem-solving meeting will be held within ten (10) accountability days of scheduling the meeting. A decision will be rendered within five (5) accountability days of the problem-solving meeting. The decision will be rendered in writing to the grievant or complainant.

If other levels of supervision before Level One of the Formal Process (Appropriate Vice President) exist and are appropriate, then the grievant or complainant is required to informally proceed to the next level. The timeline noted above will be followed by both parties. By mutual agreement all supervisory levels may meet during Level One to resolve the issues in a single meeting.

Patricia Finkenstadt 2/19/2017 3:53 PM

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**Comment [1]:** Clarifies that initial step may be presented orally or in writing (e.g., email).