

POLICY 17 GRIEVANCES

Rule 17.04 - Grievance Procedure/University Level Appeal

Upon receipt of an appeal, the Director of Human Relations and University Equal Opportunity in the Office of the President or a designee will thoroughly review the written record of the grievance and request additional information or conduct further investigation if necessary. At the Director's discretion, a hearing may be offered to the grievant in order to obtain additional information. The Director shall issue a written decision after the review of the grievance.

Time Limits for Response

If a hearing is offered and accepted, it shall be scheduled and conducted within twenty-one (21) calendar days from the date the Director or the designee receives the appeal. A written response shall be issued to the grievant within fourteen (14) calendar days after the hearing. If a hearing is not held, a written response shall be issued to the grievant within thirty (30) calendar days from the date the Director or the designee receives the appeal. Time limits may be extended by written agreement between the Director or the designee and the grievant.

Appeal of the University Level Decision

If the University Level decision is unacceptable to the grievant, the grievant may file a request for arbitration, unless specifically precluded elsewhere by Policy and Rules, provided it is filed within thirty (30) calendar days after the University Level decision is received (see Rule 17.07, Request for Arbitration); or the grievant may, in some cases, request that such decision or portions of the decision be reviewed by the State Universities Civil Service System (see Rule 17.08, Review by Civil Service System). Issues submitted and reviewed by the System cannot be submitted to arbitration.

Regulations

17.041 Evaluation of Grievance

Grievances appealed to the University level will be evaluated in their entirety. Evaluation will include all issues reviewed at the complaint step, unit head step and Chancellor step of the grievance procedure, including those issues where agreement was reached as well as those issues where agreement was not reached.

17.042 Conduct of the Hearing

Any hearing conducted by the Director of Human Relations and University Equal Opportunity or a designee will follow informal procedures. Under informal procedures the parties involved are provided the opportunity to meet and respond to the grievance or to give an explanation of the grievance. Those present should include the grievant and the supervisor(s) or designated unit official(s) in the line of supervision over the grievant with

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the most thorough knowledge of the circumstances surrounding the grievance. The grievant may be accompanied by a representative.