

JACKSONVILLE STATE UNIVERSITY
Manual of Policies and Procedures

POLICY NUMBER: I:02:04

DATE: May 1, 1987

REVISION/REVIEW DATES: Jan 1990, Aug 1992, May 1997, Aug 2011

SUBJECT: Grievance and Problem Resolution for Staff Employees

APPROVED: William A. Meehan, President

PURPOSE

Jacksonville State University wishes to resolve as early as possible any disagreement that may arise between employees and supervisors. So that each side in a dispute will be heard and considered, the Grievance Procedure described below has been implemented. This Policy is for Staff Employees. Faculty Grievance Procedures are described in the "Guidelines for Faculty Grievances" dated March 23, 1982. This procedure is not available to probationary employees except for charges of discrimination.

POLICY

This Policy may be used for an Affirmative Action-related grievance. In order to be considered, a grievance must follow the steps outlined below:

I. INFORMAL PROCEDURE

The first step in the Grievance Procedure is to discuss your complaint with your immediate supervisor within two (2) working days after the occurrence of the action leading to the complaint or after the grievant knows or should have known of the occurrence of the action. It is anticipated that most problems should be resolved at this point.

II. WRITTEN GRIEVANCE PROCEDURE

- A. If your complaint is not resolved in the discussion with your immediate supervisor, you may file a written complaint (called a grievance) with your supervisor within three (3) working days after your conference. A copy of the grievance should be sent to the Chief Human Resources Officer. The supervisor must give you a written decision on the grievance within three (3) working days after receipt of your written complaint. A copy of the supervisor's written decision will be delivered to the Chief Human Resources Officer.
- B. If your complaint is not resolved by your immediate supervisor, you may file a written complaint with the next higher level supervisor. The written appeal process must be repeated at each appropriate supervisory level

indicated in the schedule below until your grievance is resolved.

	<u>FILE WRITTEN COMPLAINT WITH:</u>	<u>FILE COMPLAINT WITHIN:</u>	<u>SUPERVISOR MUST GIVE WRITTEN ANSWER WITHIN:</u>
A.	Immediate Supervisor	3 workdays	3 workdays
B.	Next Level Supervisor (Department Head, Director, Manager, etc.)	3 workdays	3 workdays
C.	Next Level Supervisor (Dean or Director Reporting To Vice President)	3 workdays	3 workdays
D.	Next Level Supervisor (Vice President or President)	3 workdays	3 workdays
E.	Human Resources Office	5 workdays	(See "C" below)

NOTE: Copies of all written grievances and answers must be delivered to the Chief Human Resources Officer.

- C. If the matter still has not been resolved, you may present your written complaint to the Human Resources Office and request that it be heard by the Grievance Committee. This request must be made within five (5) working days after receipt of the Vice President's decision. The Grievance Committee, consisting of three (3) disinterested University employees appointed by the President, will have a conference to review the written complaint. The Chief Human Resources Officer will be **ex-officio, non-voting chair** of the Grievance Committee. You may be asked to appear in person before the Grievance committee. You may have another JSU employee of your choice appear with you before the Grievance Committee, if you wish.

No outside representatives will be allowed to participate in the grievance process. Any evidence, exhibit or document introduced or offered to the Committee by any person will become the property of the University and will be delivered to the Office of the Chief Human Resources Officer. The Committee may choose to tape record interviews or meetings. All such recordings become the property of the University and will be delivered to the Chief Human Resources Officer. The Grievance Committee is an administrative process designed to allow both sides to be heard. It is not a "legal process" with formal rules of evidence or other practices. Its primary purpose is to resolve disputes in an equitable manner.

The Grievance Committee will provide a written copy of its findings and

recommendations to the grievant, the President, the Chief Human Resources Officer, and all parties involved in the grievance within thirty (30) working days from the date the Committee is appointed (unless a longer time is mutually agreed to in writing by the grievant and the Grievance Committee).

The President will review the Committee findings/recommendations and enter a decision on the grievance. The decision of the President will be final.

- D. All parties to the grievance are urged to consider reconciliation and settlement at each step of the grievance procedure. All reconciliation / settlement arrangements must be reported to the Chief Human Resources Officer and acknowledged by all parties to the grievance.

III. DISMISSAL

In any case of dismissal or discharge (except during the six (6) months probationary period and except/unless for discrimination because of race, color, religion, sex, age or national origin) the affected employee must, within ten (10) working days after the effective date of dismissal, request an investigation by the Grievance Committee without going through the various levels of supervision outlined above.

RESPONSIBILITY

The Vice President for Finance and Administration is responsible for this policy.

EVALUATION

This policy will be evaluated biennially by the Chief Human Resources Officer.