Overview of the Process of Resolution of an Employee Complaint or Grievance

**Concern or Event Occurs**
Employee **FIRST** attempts to resolve concern informally with immediate supervisor

- If concern is not resolved informally, employee may file either a written complaint to the supervisor.
- If it is a grievance, the employee may file a written grievance with the Office of Human Resources.

**A complaint** is a written request for the resolution of an issue that relates to an employee’s work conditions or relationships, including but not limited to, relationships with colleagues and/or supervisors, communication, and interpretations of Administrative Rules and policies; harassment; job duties, responsibilities, assignments, performance, evaluation, and compensation; and work conditions, safety, and environmental concerns.

**A grievance** is a written request for the resolution of an issue related to one’s employment status within the College (such as, probation, suspension, or termination), academic freedom, or an alleged violation of state or federal law.

**Mediation**
At any time during the processing of either a complaint or a grievance, with the agreement of all relevant parties, including the Vice President of Human Resources, the parties may utilize mediation.

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1. Employee files a written complaint within 20 working days to supervisor.
2. Supervisor meets with employee within 10 working days. Supervisor has 10 days to respond directly to employee.
3. After receiving response, employee has 10 days to say if issue is resolved. If resolved, no further action.
4. If not resolved, employee has 5 days to submit written complaint to next level supervisor with response of the immediate supervisor (with copy to supervisor).
5. Next level supervisor has 10 days to meet with employee. Next level supervisor has 10 days to respond to employee.
6. Steps 3-5 can be repeated for each available higher level supervisor to level of supervisor who reports to President/CEO. Each supervisor responds directly to employee with a copy to immediate supervisor. EVP (or highest level) has final level of review.
7. EVP (or highest level) makes a final decision(s) and notifies all parties and the VP of HR of the decision(s). Documentation is sent to all parties.

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1. Employee files a grievance within 20 working days (10 working days if termination occurred) to VP of HR
2. Within 5 days VP of HR forwards grievance to appropriate VP or AVP (Administrator). Administrator has 10 days to meet with employee.
3. Administrator has 10 days to make a decision and submit to VP of HR
4. VP of HR notifies employee of decision within 5 days
5. Within 10 days of receipt of decision, employee notifies VP of HR if decision is accepted or rejected. If accepted, all parties are notified.
6. If decision is rejected, steps 2-5 are repeated with appropriate next level or EVP.
7. If decision by EVP is not accepted by employee, employee may request Grievance Review Committee within 10 days. HR forms Grievance Review Committee.
8. Committee Recommendation sent to President/CEO. President/CEO shall review Committee recommendation(s) and render final decision within 10 days.
7. VP of Human Resources receives decision, in writing, from President/CEO and ensures final decision is implemented. Documentation is sent to all parties.

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