

PROCEDURE

Effective Date: 05/25/05

Revised: 11/19/12

Approved By: Chyerl Wolfe-Lee, Assistant Vice President for Human Resources

Cancels:

See Also:

POL-PS5440.15
FRM-PS5440.15A

Exempt Professional Staff Handbook (1997) Grievances
Filing and Processing Professional Staff Employment Complaints
Professional Staff Employment Complaint Form

PRO-PS5440.15A FILING AND PROCESSING PROFESSIONAL STAFF EMPLOYMENT COMPLAINTS

<u>Action by</u>	<u>Action</u>
Employee	<p>1. Attempts to resolve dispute informally using University resources as appropriate. Resources may include supervisors, Human Resources, Employee Assistance Program or the Professional Staff Organization Executive Committee.</p> <p>1a. If not satisfied with informal resolution process, signs and submits Professional Staff Employment Complaint Form (FRM-PS5440.15A) to the supervisor <u>within 30 days</u>, with copies to the Assistant Vice President for Human Resources (AVPHR) and the Professional Staff Organization (PSO) President.</p> <p>1a1. If supervisor is source of the complaint, submits form to supervisor's supervisor.</p>
Supervisor	<p>2. Reviews the complaint form and meets with the employee <u>within 15 working days</u> to discuss and attempt to resolve the complaint.</p> <p>3. Sends the employee a written response <u>within 15 working days</u> following the meeting, and sends copies to the AVPHR and the PSO President.</p>
Employee	<p>4. Decides to accept or reject the decision and terms of the resolution.</p> <p>4a. If rejects, submits the complaint form to the AVPHR <u>within 15 working days</u> of receipt of supervisor's decision. (If the AVPHR is the supervisor, follow Step 8.)</p>

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AVPHR	<p>5. Receives and reads complaint form.</p> <p>6. Arranges to meet with employee <u>within 15 working days</u> of receipt of the form to discuss and attempt to resolve the complaint.</p> <p>7. Provides the employee <u>within 15 working days</u> after the meeting, a written decision and terms of resolution with a copy to the PSO President.</p>
Employee	<p>8. Decides to accept or reject the AVPHR's decision and terms of the resolution.</p> <p>9. If rejects, submits the complaint form and any additional responses, <u>within 15 working days</u>, to the PSO President to initiate an appeal to the Professional Staff Complaint Appeals Committee (CAC).</p>
PSO President	<p>10. Informs the PSO Executive Committee, AVPHR, and the University President's office that an appeal has been filed.</p> <p>11. <u>Within 15 working days</u> of receipt of appeal,</p> <ul style="list-style-type: none"> • Requests list of PSO members (excluding all members that are employed in the same division as the complainant) from AVPHR; • Solicits volunteers to serve on the CAC via email using list provided by AVPHR; • Coordinates with the PSO Executive Committee the selection of three volunteers; and, • Submits a list (excluding volunteers chosen) to the University President to appoint two additional members to the CAC.
University President	<p>12. Receives the list and selects two PSO members to serve on the CAC.</p> <p>13. Informs the PSO President of his/her selection.</p>

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PSO President	<p>14. Receives names of selected PSO members from the University President.</p> <p>15. Schedules the first CAC meeting (including AVPHR) <u>within 10 working days</u> after members are notified of their appointment.</p>
AVPH & PSO President	<p>16. Meets with the CAC; at the first meeting provides an orientation to the review process, all documentation relevant to the appeal, and the policy and procedures to be used in its review.</p>
CAC	<p>17. Ensures the following during its review:</p> <p style="padding-left: 40px;">17a. That all University administrative processes reasonably available to the employee were offered or followed as part of a decision related to an employment matter that is being appealed.</p> <p style="padding-left: 40px;">17b. The decision regarding the employee matter is compliant with University policy and procedure.</p> <p style="padding-left: 40px;">17c. That there may be a range of acceptable decisions that relate to the employment matter.</p> <p style="padding-left: 40px;">Note: The CAC is not to review the merits of the decision(s).</p> <p>18. Request additional relevant documents and/or conduct telephone or face-to face interviews with involved individuals.</p> <p>19. Meets within <u>10 working days</u> after members are oriented and selects a chair.</p>
CAC Chair	<p>20. Schedules subsequent CAC meetings, communicates with all parties involved on behalf of the CAC, obtains additional materials relevant to the appeal as needed and, with the assistance of the CAC members, writes the final CAC determination(s).</p>
CAC	<p>21. Reviews the original complaint, supporting evidence and related communications.</p>

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| <p>VP or President
or
Appointing Authority</p> | <p>22. Provides written notice to the appropriate Vice President with copies to the AVPHR and PSO President of their findings and recommendations.</p> <p>21a. If a Vice President is the source of the complaint, provides findings and recommendations to the University President.</p> <p>23. Makes the final determination.</p> <p>24. Provides written decision to the complainant and all parties including the CAC, the PSO President and the AVPHR.</p> |
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