Informal approach

**STEP ONE**

Before grievance filed formally matter is brought to attention of Supervisor

**Grievance Procedure:** If complaint is unresolved following Informal Discussion, a formal grievance may be submitted to the Department Head or designate

Matter brought to attention of Employment Supervisor within 15 days from the date of the occurrence

Submit grievance to Dpt Head: Must be submitted in writing within 10 days from the Informal Discussion

Employee & Supervisor meet to discuss matter within 5 days of it being brought to Supervisor’s attention

Supervisor response: Completed within 5 days from the date of the meeting

Dpt Head meets with the employee to discuss the grievance within 10 days of receipt of grievance

Complaint Resolved?

No\*

Dpt Head responds in writing within 10 days of the grievance meeting

Yes

Employee satisfied with the outcome of grievance?

Yes

No further Action

Grievance Closed

Yes

Yes

No

\* If Dept Head is Employment Supervisor and matter is not resolved by informal discussion, the grievance shall proceed directly to STEP TWO

Yes

**STEP TWO**

Submit Grievance to Dean of Faculty. Must be submitted in writing to the Dean within 10 days from the date of the STEP ONE reply

Dean or Designate meets with the employee to discuss the grievance within 10 days of receipt of grievance

Dean or Designate provides a written response within 10 days of the meeting

Yes

Employee satisfied with the outcome of grievance?

Arbitration: A request to take matter to arbitration must take place within 25 days of receipt of decision under STEP TWO

Grievance Closed

No

*Reference to days refers to “Business Days”*