POLICIES

GRIEVANCES

University Housing is committed to resolving areas of concern of student employees.

What is a grievance?
A grievance is defined as a complaint by an individual that they have personally been treated unfairly related to work issues such as:

- Unreasonable application of work rules
- Incorrect compensation
- Discriminatory treatment

What is the purpose?
The purpose of the grievance procedure is to provide an orderly and workable process for the resolution of problems related to student employees in University Housing.

Who can use this procedure?
The following grievance process is available to student employees for complaint resolution.

The appeal process should be used for disagreements related to employment actions taken such as discipline or termination.

Process:
Grievance forms are available at the University Housing Human Resources Office in Slichter Hall.

In an effort to promote good communication and the best possible outcome, University Housing requests all student employees raise issues of concern with their immediate student supervisor or full-time supervisor in an attempt to find an informal solution to the problem prior to initiating a formal grievance. A neutral route, such as the Human Resources Department, is an option for students that feel uncomfortable directing their concerns to their supervisor. It is the philosophy of Housing, however, that it is often best to attempt to work through concerns with the staff that are “closest” to the issue.

The employee may be assisted by one representative (i.e., a friend or coworker) throughout the grievance process. Supervisors, including student supervisors, are part of management staff and may not represent a worker at a grievance meeting. Students are encouraged to use the Human Resources Department as a resource for working through the process.

The time limits outlined in the process will be enforced, unless changed by mutual consent of the parties. If the supervisor does not meet the deadline for a response, the employee may appeal to the next step.

Student employees can be assured that there will be no retaliation against an employee who has filed a grievance.

Step 1:

1. The student employee should complete a Student Employee Step 1 Grievance Form and submit it to their immediate full-time supervisor within 10 business days (excluding Saturday, Sunday, or holidays) of the date the employee first became aware, or should reasonably have become aware, of the condition or action giving rise to the complaint.

2. Within five business days (excluding Saturday, Sunday, or holidays) of receipt of the grievance, the supervisor will meet with the employee to discuss the issues presented in the complaint. Every effort will be made to establish the facts and to clarify and solve the problem at this level. The supervisor may further investigate the situation as necessary after this meeting.

3. The supervisor's decision will be documented on the Step 1 Grievance Form and returned to the employee within five business days of the date of the meeting.

Step 2:

1. If the employee is dissatisfied with the decision reached in Step 1, they may submit a Student Employee Step 2 Grievance Form to the appropriate Associate/Assistant Director of University Housing, or designee within five business days (excluding Saturday, Sunday, or holidays) of receipt of the decision from Step 1.

2. Upon receipt of the written Step 2 Grievance, the Associate/Assistant Director, or designee, of University Housing will meet with the employee and the supervisor who reached the decision in Step 1 as soon as possible. Both the employee and the supervisor will have an opportunity to present relevant information. The Associate/Assistant Director, or designee, may choose to investigate further as necessary.

3. The final written decision will be documented on the Step 2 Grievance Form and returned to the employee as soon as possible after the Step 2 meeting.