

Section: Employee/Labor Relations
Subject: Complaints/Grievances: Non-Union Employee Complaint Procedure

Section Number: 4.5.1
Date of Present Issue: 12/07/07
Date of Previous Issues: 07/72, 11/81, 01/87, 09/89, 9/91

POLICY:

For Complaints Not Involving Discrimination, Sexual Harassment* or Termination

OPERATING RULE:

Any staff member has the right to present any matter of personal concern or dissatisfaction regarding employment to the University and have it considered on its merits. Presentation of a complaint or grievance will not cause any reflection on the staff member's standing. All complaints will be investigated. Written complaints will be answered in writing. Time standards are established to encourage presentation of current requests and complaints and to assure reasonably prompt answers while providing time for thorough discussion, investigation and deliberation at each step. A staff member may obtain advice and assistance from the Human Resources Office in processing any complaint.

Regulations and Definitions

A. Time Standards

Time limits established in this procedure may be waived on mutual consent of the parties, for example, when the University representative responsible for the discussion of the answer is absent or the staff member is unable to meet within the established time period.

B. Modification

A complaint against the complaining staff member's supervisor may be initiated at Step 2. A complaint against the complaining staff member's department head may be initiated at Step 3.

C. Assistance in Hearings

A staff member may select any individual employed by the University to assist him or her in the hearings at Steps 2 and 3.

D. Discrimination/Harassment Complaints

Complaints regarding alleged discrimination or discriminatory harassment because of race, color, religion, national origin, marital status, age, gender, height, weight, disability, or veteran status will follow the procedure established for these complaints, in [Section 4.5.2](#).

*For complaints involving discrimination/harassment, see [Section 4.5.2](#).

E. Complaint Review Committee

The Complaint Review Committee will consist of the Director of Human Resources, the appropriate cabinet member responsible for the unit in which the complaining staff member works, and at least one other appropriate staff member who will be designated by the President.

F. Complaints must be filed at Step 1, within ten (10) business days of the occurrence of which the person complains.

PROCEDURE

<u>WHO</u>	<u>DOES WHAT</u>
Staff Member (Step 1)	1. Discusses complaint with immediate supervisor.
Supervisor	2. Replies orally to staff member within three (3) business days.
Staff Member (Step 2)	If not satisfied with oral answer, or none is received within three (3) business days, may submit complaint in writing to department head (if department head is the immediate supervisor, complaint process may begin at Step 2): a. Completes Written Complaint form LSSU-241 (Attachment #1). b. Presents form to department head or designated representative.

Department Head	<p>4. Upon receipt of Written Complaint:</p> <ul style="list-style-type: none"> a. Notifies Human Resources Office and sends copy of complaint. b. Schedules hearing and hears complaint within seven (7) business days of receipt of written complaint. c. Provides staff member with a written response to the complaint within seven (7) business days of the hearing.
Staff Member (Step 3)	<p>5. If not satisfied with answer, or none is received within seven (7) business days of the Step 2 hearing, may appeal to the Complaint Review Committee within fourteen (14) business days of Step 2 hearing, or of the occurrence listed in (B) Modification.</p> <p>Presents complaint form (including Step 2 answer, if any) to Complaint Review Committee, with reasons in writing why answer is not satisfactory.</p>
Complaint Review Committee	<p>6. Upon receipt of written appeal (Step 3):</p> <ul style="list-style-type: none"> a. Schedules hearing within fourteen (14) business days of receipt of the written appeal. b. Answers complaint in writing within fourteen (14) business days of Step 3 hearing. The written answer will include a recommended resolution to the problem, within the parameters of University policy and legal considerations. c. The decision of the Complaint Review Committee will be final and binding; and the resolution will be implemented by the Human Resources Office. d. Section 5.02. of the by-laws of the Board of Regents, approved July 24, 1989, will not be invoked in matters submitted for settlement under this procedure.

Distribution: The original form, completed by the employee filing the complaint, will be used for submission(s), recording of decision(s), and returned to the employee at each consecutive step, if applicable.

Approved by the Board of Regents: February 2, 1990.