**NON-ACADEMIC EMPLOYEE COMPLAINT RESOLUTION**

As part of affirmative action processes, non-academic employees are provided a

grievance process in an effort to resolve internal conflicts. Prompt and impartial

consideration shall be given to such grievances. An employee who submits a grievance

may do so without fear of penalty or reprisal.

Step 1: An employee who has a grievance concerning the terms and conditions of

employment should discuss the matter with his/her immediate supervisor. Within

five working days following the date the grievance is presented to the supervisor,

the supervisor shall attempt to resolve the grievance. In the event the grievance

concerns the immediate supervisor, the employee shall submit the grievance to

his/her dean or director.

Step 2: If the grievance is not satisfactorily resolved within five working days

following the date it is presented to the supervisor, the employee may submit a

written grievance and a copy of the Step 1 decision to the next level supervisor.

The supervisor shall review the grievance and render a decision within five

working days following receipt of the grievance. Copies of the decision shall be

furnished to the employee and immediate supervisor.

Step 3: Depending upon the number of supervisors within the chain of command,

Step 2 shall be repeated with each increasing level of supervision through the

appropriate vice chancellor.

Step 4: The employee may appeal the decision of the supervisor to the

appropriate vice chancellor by forwarding the grievance, in writing, together with

a copy of the Step 1, 2 and 3 decisions within five working days following its

receipt. The appropriate vice chancellor shall review the matter and render a

decision within five working days following receipt of the grievance. Copies of

the decision shall be furnished to the employee and supervisors.

Step 5: If the grievance is not satisfactorily resolved through the preceding steps,

the employee may submit the written grievance and preceding decisions to the

chancellor. The chancellor may elect to convene a committee to review the

grievance, or may decide the grievance in the absence of a committee. The

decision of the chancellor shall be rendered within ten working days following

receipt of the grievance. Copies of the decision shall be furnished to the

employee, appropriate vice chancellor and supervisors.

In the event the chancellor determines that the grievance will be addressed by a

committee, the chancellor shall forward the grievance, along with all relevant

materials, to the chair of the Employee Hearing Committee with a written request

that the Committee consider the grievance.