**Grievance Policy and Procedures**

In case of difficulty or complaint, each student employee of the University shall have the right to use the channels provided for the settlement of grievances against the university. In general, it is preferable that personnel problems be solved within the organization at the level at which they arise. Individuals outside the University’s internal organization should not be asked to rule on such difficulties until established University channels have been exhausted. A written appeal must be made within 30 days of the grievance and shall state the nature of the grievance in sufficient detail that a proper response can be prepared. This procedure shall be followed regarding any complaint concerning the performance of work assignments or any act of discrimination on the basis of race, color, national origin, sex, religion, age, sexual orientation, marital status, or disability. The grievance is to be presented in writing. The employee, at his/her option, shall have the right to an oral presentation at each level of review.

Step 1:

A student employee shall first present any such matters to the immediate supervisor. This step should be taken at the earliest possible date and must be within 30 days of the action being grieved. The supervisor's decision shall be in writing to the student employee within 5 working days of receipt of the grievance.

Step 2:

If the matter is not satisfactorily resolved, the student employee may submit the grievance in writing to the head of the department. This must be done within 3 working days after receipt of the decision in Step 1. The department head shall review the facts and render his/her decision in writing to the student employee within 5 working days of receipt of the grievance.

Step 3:

If the grievance still exists, the case shall be submitted in writing to the director of Student Employment. This must be done within 3 working days of receipt of the decision in Step 2. Within 10 working days of receipt of the grievance, the director of Student Employment shall consider the matter with the employee and a representative of the student's choice, and with the administrative officer involved. The director shall render a decision in writing within 5 working days of said consideration. If the grievance alleges discrimination on the basis of race, color, national origin, sex, religion, age, sexual orientation, marital status, or disability, the employee may also notify Affirmative Action.

Step 4:

If the matter is not satisfactorily resolved, the director of the Student Employment, within 5 working days of the completion of Step 3, shall refer the matter to the appropriate vice chancellor (or other individual reporting directly to the chancellor). Within 15 working days of receipt of the grievance, the appropriate vice chancellor (or other individual reporting directly to the chancellor) shall conduct an investigation concerning the grievance and render a decision in writing. This is the final appeal, and the decision rendered stands.