

## GRIEVANCE POLICY

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 internal organization should not be asked to rule on such difficulties until established university channels have been exhausted. 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 her/his 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 after receipt of the grievance.
- STEP 3** If the grievance still exists, the case shall be submitted in writing to the director of Financial Aid. This must be done within 3 working days following receipt of the decision in Step 2. Within 10 working days following receipt of the grievance, the director of Financial Aid shall consider the matter with the student employee and a representative of the student's choice and with the administrative officer involved. The director shall render a decision in writing within five working days following said consideration. If the grievance alleges discrimination on the basis of race, color, national origin, sex, religion, sexual orientation, marital status, or disability, the employee may also notify the Affirmative Action Office.
- STEP 4** If the matter is not satisfactorily resolved, the director of Financial Aid, 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.
- STEP 5** If the matter is not satisfactorily resolved, the vice chancellor (or other individual reporting directly to the chancellor) will submit findings to the chancellor within 5 working days following completion of Step 4. The chancellor will render a decision in writing within 20 working days after receipt of the grievance. The chancellor may waive a personal hearing and refer the matter to a committee chosen to hear the grievance.
- STEP 6** The student employee may appeal to the Board of Trustees providing the matter meets the Board of Trustees appeal standards.