

# University of Arkansas at Pine Bluff

## Faculty/Staff Handbook

### Policy: **NON-ACADEMIC – GRIEVANCE PROCEDURES**

#### Policy #: **10.3**

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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.

**Resource(s):**

**Approved by:**

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**Approval date:**

**Custodian: Human Resources**

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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 grievance.

**Resource(s):**

**Approved by:**

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**Approval date:**

**Custodian: Human Resources**