Problem or Grievance Resolution Procedure

This policy applies to all Temporary employees.

A. Policy

1. Temporary employees may occasionally experience problems affecting their employment relationships. The important thing is to work out a solution to these problems as quickly and fairly as possible. The effectiveness of this problem solving depends largely upon the success of the solution or decision at the first level of supervision. However, an avenue of appeal without fear or prejudice to a higher level of authority is provided.

2. A three-stage procedure exists for the settlement of policy-related grievances for Temporary, student and non-student employees. At all settlement stages, matters may be presented personally and individually by the employee, or with a representative from within Indiana University of his/her own choosing.

   a. Issues related to discipline, layoff, or separation are not subject to the grievance procedure.

3. The time limitations for responding or appealing to the next stage may be extended at the mutual agreement of both sides.

4. Student employees are to contact the office responsible for student employment on their campus for assistance in resolving the problem or complaint for student related issues.

5. Students should follow the procedures in the Code of Student Rights for their campus if they feel that any of their rights as a student contained in the code have been violated. The following settlement stages are for use when the problem or complaint is related to their status as employees.

B. Settlement Stage I

1. The problem or complaint shall be taken to the immediate supervisor of the employee concerned. The problem or complaint must be filed within ten workdays (excluding weekends and holidays) from the time of knowledge of the incident causing the grievance.

2. If the problem or complaint concerns more than three employees, one or two persons must be designated as representative for the group. One complaint will be filed to represent the entire group.

3. The employee shall put the complaint in writing. Contact the campus human resources office to discuss if a specific form is to be used. The written grievance shall set forth the following with reasonable specificity:

   a. The events concerning which the employee feels aggrieved
b. The date or dates on which the events occurred

c. The desired settlement

d. The date of the presentation of the written grievance to the immediate supervisor

4. The employee should keep a copy of the written grievance for his/her records and for use in subsequent steps, if necessary.

5. The supervisor and the employee shall attempt to resolve the matter, and the supervisor shall be allowed up to five working days (excluding weekends and holidays) to respond in writing. Copies of the supervisor's written response must be provided to the employee and to the campus human resources office.

6. Upon receipt of the supervisor's response, the employee shall either accept the response as satisfactory and discontinue the grievance, or reject the response as unsatisfactory and pursue the complaint to Stage II.

C. Settlement Stage II

1. The employee may file for Stage II no later than five working days (excluding weekends and holidays) after receiving the supervisor's written response or from the date when the response was due.

2. Stage II will consist of a written appeal to the dean, director or department head of the supervisor. If the appeal is on behalf of more than three employees, one or two persons must be designated as representative for the group.

3. Copies of the written complaint from Stage I and the supervisor's response (if any) will be provided to the dean or director. The dean or director shall be allowed up to five working days (excluding weekends, and holidays) for making a response. Copies of the written response must be given to the employee and to the campus human resources office.

4. If the employee is unsatisfied with the response of the dean or director, he/she may appeal to Stage III.

D. Settlement Stage III

1. The employee may file for Stage III no later than five working days (excluding weekends and holidays) after receiving the dean or director's written response or from the date when the response was due.

2. Stage III will consist of a written appeal to the campus human resources director or the person within that office designated to handle appeals. If the appeal is on behalf of more than three employees, one or two persons must be designated as representative for the group. A copy of the Stage I and II grievances and responses must accompany the appeal to Stage III.

3. The campus human resources director or designee will attempt to resolve the grievance satisfactorily and will provide the final decision of the university in writing to all parties within ten working days of receipt of the Stage III appeal. If the employee is a student, the campus human resources office may consult with the office for student employment on their campus regarding possible resolutions of the complaint.

E. Complaints related to discrimination

Before, during or following any of the settlement stages listed, any employee, supervisor, dean, or director may feel free to consult with the campus affirmative action officer if the complaint involves discrimination on the basis of reasons stated in the university's affirmative action policy.