## Quick View of CWA Covered Support Staff

### Grievance Timeline and Process

**For Inquiries Contact:** Employee Relations at 856-6047

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<th>CWA (SS) Support Staff</th>
<th>Grievant Filing Deadline</th>
<th>Management Response Deadline</th>
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| **Grievance to Level I** | w/i 10 workdays of event or knowledge thereof | w/i 10 workdays of the receipt date of Grievance | - A Grievance involving termination begins at Level II  
- Grievance is filed to the immediate supervisor in the unit in which the complaint arose  
- Department should meet with grievant upon request; such meeting must be scheduled w/i 5 workdays of receipt of grievance; management will respond in writing w/i 10 workdays of the meeting  
- Management is encouraged to consult w/ER before issuing response |
| **Grievance to Level II** | w/i 5 workdays of receipt of Level I Response | w/i 10 workdays of receipt of Grievance to Level II | - If no response; then the due date for filing to Level II is w/i 15 workdays of filing to Level I  
- The Grievance to Level II is filed to the Dean, Director, or Department Head  
- Department should meet with grievant upon request; such meeting must be scheduled w/i 5 workdays of receipt of grievance; management will respond in writing w/i 10 workdays of the meeting  
- Management is encouraged to consult w/ER before issuing response |
| **Grievance to Level III** | w/i 5 workdays of Level II response or its due date | w/i 10 workdays of receipt of Level III | - If no response; then the due date for filing to Level III is w/i 15 workdays of filing to Level II  
- Grievance is filed with ER. ER notifies department of Level III  
- W/i 10 workdays of the receipt of the Level III Grievance, ER schedules a hearing  
- ER conducts pre-hearing with management and then holds a hearing with grievant  
- ER issues a written response to management & the grievant. If the matter is not resolved; then ER shall advise the originating party of their rights to grieve to Level IV  
- If not settled at the conclusion of Level III then either Party may request mediation w/i 10 workdays of receipt of response  
- Time limits for filing to arbitration are held in abeyance until the mediation process is completed  
- Excludes cases involving termination |
| **Mediation (Optional)** | w/i 10 workdays of Level III response | In a timely manner, no specific time frame | - Issues specifically excluded from Arbitration include:  
  - Performance evaluations & disciplinary actions that do not include discharge or suspension  
  - Mediation process takes place prior to filing to arbitration  |
| **Grievance to Level IV Arbitration** | w/i 10 workdays of receipt of the Level III response or date of the mediation session (if one is held) | w/i 20 workdays of filing, Arbitrator jointly selected | - Arbitrator’s opinion is advisory in nature to the chancellor, vice president or president of the university, who accepts, rejects or modifies the recommendation  
- Stage IV concludes the problem/grievance procedure  |
| **Level IV Report of Findings from Arbitrator** | | |  |

*UHRS 2/2006*