

EMPLOYEE DISPUTE RESOLUTION (From Employee Handbook of Personnel Guidelines & Procedures at http://www.du.edu/hr/forms/employee_handbook.html)

I. Grievances

A. For purposes of this Policy, grievances are those complaints by employees of the University (except as described in I.E. and I.F. below) relating to:

1. alleged wrongful termination or demotion;
2. substantial disagreement regarding an unsatisfactory work performance evaluation;
3. the availability or amount of any employee benefits such as holidays, vacations, or sick leave; or
4. significant matters affecting terms or conditions of employment.

B. The time limits described below may be extended by the Director of Human Resources, if extenuating circumstances should arise such as sickness or accident.

C. The University will not tolerate any form of reprisal and/or punitive action resulting from the filing or attempted filing of a grievance.

D. The procedure outlined herein is an internal, administrative process and outside counsel may not participate.

E. Employees who are covered by the Collective Bargaining Agreement shall not be covered by this Policy.

F. This Policy applies to faculty for issues not addressed under the Faculty Appointment, Promotion, and Tenure Guidelines. That document shall take precedence for any specific matter covered by that policy.

II. Procedures

A. The employee must discuss any complaint covered by this Policy with his/her direct supervisor and make a concerted effort to resolve the issue in dispute without relying on the more formalized process outlined below. The discussion should occur as soon after the employee has been notified of the disputed matter as reasonably possible. Five (5) working days is a workable guideline.

B. Step One: Written Statement

If employee is not satisfied with the results of this discussion, the employee must initiate the formal grievance process with a written statement to the employee's direct supervisor. The supervisor's written response should be made within ten (10) working days after the receipt of the employee's written statement.

C. Step Two: Appeal

If the employee and his/her direct supervisor are unable to resolve the employee's complaint, the employee may appeal in writing to the next most immediate supervisor. At this level and above all

written documentation by all parties should be copied to the Director of Human Resources. Human Resources shall consult with, and advise, management at Steps 2 and 3. The written appeal must contain a reasonably detailed description of the complaint and must be delivered within five (5) working days to the next immediate supervisor and Human Resources after the direct supervisor has provided a written response as required in Step 1. The response to the written appeal by the next immediate supervisor should be made within ten (10) working days of the receipt of the appeal.

D. Step Three: Final Resolution

If the employee and the next most immediate supervisor are unable to agree on a resolution of the grievance, the Provost, or the appropriate Vice Chancellor will resolve the matter, or a designee will be appointed, if the Provost or Vice Chancellor is the direct or next immediate supervisor. A decision at Step Three will be final.