



**ADMINISTRATIVE  
POLICIES AND PROCEDURES MANUAL**

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SUBJECT

**GRIEVANCES**

SUB-TOPIC

**GRIEVANCE POLICY AND PROCEDURES**

- B. If the complaint is not satisfactorily resolved by the supervisor or administrative equivalent within five (5) working days, the employee may present the complaint in writing to the appropriate department head or administrative equivalent for consideration and action within five (5) working days of the step A decision. A written decision will be mailed to the employee within five (5) working days of receipt of the complaint.
- C. If the employee is not satisfied with the decision of the department head or administrative equivalent, a letter stating why the step B decision is incorrect may be sent to the appropriate dean, director or administrative equivalent within five (5) working days of the date of the step B decision. Within ten (10) working days of the date of the receipt, a written decision will be mailed to the employee.
- D. Complaints not satisfactorily resolved by the dean, director or administrative equivalent may be presented in writing to the appropriate vice president or administrative equivalent for the employee's department within five (5) working days of the date of the step C decision. The letter should state why the step C decision is not correct. Within a reasonable time, not to exceed thirty (30) days following receipt of the complaint, a written decision shall be mailed to the employee. This decision is final.
- E. The written complaint and all decisions or responses regarding such complaint shall be a part of the personnel file of the employee.