

## **UNCLASSIFIED EMPLOYEE GRIEVANCE PROCEDURE (Non-Faculty)**

The following procedures are provided for the benefit of unclassified (non-faculty) employees if complaints, grievances, or appeals occur during the course of employment at ULM. This policy is intended to cover all types of grievances by unclassified non-faculty employees that are not covered by the ULM Anti-Discrimination and Harassment Policy.

### **Level One Complaint**

This is an informal complaint made to an employee's immediate supervisor. When employment related problems occur, professional dialogue and open discussions are encouraged first between the employee and the employee's immediate supervisor. Informal lines of communication are recommended at this level. As professionals, the parties should seek a solution for the benefit of all concerned. Most problems should be resolved at this level. Accordingly, it is not necessary that every complaint, discussion, or agreement be reduced to writing.

However, a written complaint or memorandum of the complaint should be created under the following circumstances:

1. Upon reaching an agreement either the employee or the supervisor may prepare a memorandum of understanding regarding the complaint.
2. If an agreement cannot be reached or if there is no apparent verbal solution for the complaint, the employee may file a written complaint with the Director of the Department of Human Resources detailing the problem and the desired solution. Within five (5) working days after the date of receipt of the written complaint, if the supervisor does not provide a written response or if the employee does not agree that the response resolves the complaint, the employee may proceed to level two.

### **Level Two Grievance**

If an employee is not satisfied with the written response to a written complaint, the employee may proceed to a level two grievance. This grievance level requires a written statement from the employee to the next management level above the employee's immediate supervisor. This written statement of the employees' grievance must be made within fifteen (15) working days after the date of the initial written complaint. The grievance must describe the issue in specific detail and the proposed remedy requested.

Management may discuss the matter with the employee, with the employee's immediate supervisor, or others that may be necessary to resolve the complaint. Within fifteen (15) working days after the date of receipt of the grievance, management will issue a written grievance response to the employee. A copy of the grievance response will be given to the employee's immediate supervisor.

### **Level Three Appeal**

If an employee is not satisfied with a grievance response, the employee may proceed to the level three appeal. An appeal requires a written statement from the employee to the Vice President or Division Head. This written statement of the employee appeal must be made within fifteen (15) working days after the date of the level two grievance response. The appeal must state in specific detail the employees' actions taken at Level One and Level Two; it must state why the solution and the response at those levels were unsatisfactory; and it must state the remedy requested.

Within fifteen (15) working days after the date of receipt of the appeal, the Vice President/Division Head may deny the appeal or issue a final decision in response to the appeal. If the employee is not satisfied with this response, the employee may ask the Vice President/Division Head to name a committee to hear the appeal. The appeal committee may:

1. Review the complaint, the grievance, and the appeal and submit a written recommendation to the Vice President/Division Head;
2. Conduct an investigation and report its findings and recommendation(s) to the Vice President/Division Head; or
3. Schedule a hearing of the appeal, call witnesses if necessary, and report the committee's recommendation(s) to the Vice President/Division Head.

After receiving the committee's recommendation(s), the Vice President/Division Head will make a determination as to the final response to the grievance within the normal grievance process.

### **Final Decision**

The decision of the Vice President/Division Head completes the final step of the investigative process of the Grievance Procedure. Within ten days of this decision, the employee may submit a written appeal to the President who may review the record and uphold or reverse the determination of the Vice President/Division Head. The decision of the President will be final, notwithstanding, any appeal rights that may exist pursuant to rules and regulations of the University of Louisiana System.