

**JACKSONVILLE STATE UNIVERSITY**  
**Manual of Policies and Procedures**

**POLICY NUMBER: I:02:04**

**DATE: May 1, 1987,**

**REVISION/REVIEW DATES: Jan 1990, Aug 1992, May 1997, Aug 2011, Mar 2022**

**SUBJECT: Grievance Policy for Staff Employees**

**APPROVED: Don C. Killingsworth Jr., President**

**PURPOSE**

In the event that employees have occasional problems or issues affecting their work-related activities, it is important to resolve such problems or issues as soon as possible. This policy sets forth JSU's employee grievance procedure and the scope and limitations of such procedure.

**INTRODUCTORY NOTE**

While not part of the grievance process outlined herein, employees may contact the Department of Human Resources about any employment-related concern that they have and should report any unlawful discrimination, harassment, or retaliation to the Director of Human Resources.

**EXCLUSIONS**

The Grievance Policy is available only to individuals and does not apply to the following employees/situations:

- 1) Individuals whose employment is governed by a written contract;
- 2) Probationary employees or part-time employees;
- 3) Faculty;
- 4) Disciplinary decisions, promotion decisions, or termination of employment;
- 5) Performance evaluations, hiring decisions, classification appeals, changes to compensation, or challenges to transfers or reassignments;
- 6) Allegations of illegal discrimination or harassment (these complaints should be directed to the Human Resources Director);
- 7) Matters that are already under review for which a decision has been rendered under another process;
- 8) To address actions from individuals outside of JSU;

- 9) To address an employee's dissatisfaction with a JSU or departmental policy challenged on the grounds that the policy is unfair, inadvisable, or inappropriate.

## **POLICY**

JSU encourages employees to resolve disagreements respectfully through informal, frank, and open discussions. HR is available to assist with informal resolutions; however, JSU recognizes that occasionally more structured processes are needed. Any employee wishing to bring a grievance must follow these instructions:

### **I. INFORMAL PROCEDURE**

The first step in the Grievance Procedure is for the employee to discuss their complaint with their immediate supervisor within five (5) working days after the occurrence of the action leading to the complaint or after the grievant knows or should have known of the occurrence of the action. It is anticipated that most problems should be resolved at this point. During the informal procedure, the employee should be prepared to identify the basis of the dispute, including specific facts, and provide relevant documents or any other information pertinent to the matter.

If the complaint is not resolved from this discussion, or such discussion is impossible because the grievance is about the employee's supervisor, proceed to Step II. Failure to attempt resolution via the informal procedure, absent a valid excuse, will bar any further consideration of an employee's grievance

### **II. WRITTEN GRIEVANCE PROCEDURE**

- A. If the employee's complaint is not resolved via the informal procedure, the employee may file a written complaint (a "Grievance") with their supervisor within five (5) working days after the discussion with the immediate supervisor described above. The Grievance should include a narrative of the events giving rise to the Grievance, all pertinent documentation, and a request for a desired result. A copy of the Grievance should be sent to the Human Resources Director. At any point in the process, the supervisor addressing the dispute may consider additional information from sources other than the grievant. Any evidence, exhibit, or document introduced or offered in connection with the Grievance will become the property of the University and will be delivered to the Office of Human Resources.

The supervisor should give the employee a decision on the Grievance within ten (10) working days after receipt of the written complaint. A copy of the supervisor's decision should be delivered to the Human Resources Director.

- B. If the complaint is not resolved at this level, the employee may file a written appeal with either the next higher-level supervisor, or the vice president/dean having oversight responsibility for the employee. The same procedures outlined above apply to submission of the appeal. The administrative process outlined herein ceases once a decision is rendered at this level.
- C. The Grievance Process outlined here is an administrative process designed to allow both sides to be heard. It is not a "legal process" with formal rules of evidence or other practices. No outside representatives will be allowed to participate in the grievance process. Its primary purpose is to resolve disputes in an equitable manner.
- D. All parties to the Grievance are urged to consider reconciliation and settlement at each step of the grievance procedure.

## **II. MISCELLANEOUS**

- A. The filing of a complaint or grievance will not stop or delay any personnel action that is the subject matter of the grievance.
- B. There are federal and state laws that cover school and workplace complaints and provide remedies for some school and workplace disputes. Participating in the procedures outlined above does not extend the deadlines within which to seek redress from outside agencies or initiate appropriate legal proceedings.
- C. JSU has the right to modify stated deadlines and the general procedures set forth above when, in its sole discretion, it deems such modifications appropriate.

## **RESPONSIBILITY**

The Senior Vice President for Finance and Administration is responsible for this policy.

**EVALUATION**

This policy will be evaluated at least every five (5) years by the Human Resources Director.