I. 4.9.5 Grievance Policy and Procedures

Chapter 4 - General Personnel	Original Effective Date: November 2000
Section: 4.9 Performance Administration	Date Last Reviewed: June 2003
Responsible Entity: Senior Vice President and Chief Human Resources Officer	Date Last Revised: June 2003

II. Purpose

It is the policy of UT Health San Antonio to encourage fair, efficient, and equitable solutions for problems arising out of the employment relationship and to meet the requirements of state and federal law.

III. Scope

This policy applies to all employees including faculty, probationary employees, temporary employees, and those hourly or per diem employees who work on an as needed basis.

IV. Policy

Complaints concerning wages, hours of work, working conditions, performance evaluations, merit raises, job assignments, reprimands, the interpretation or application of a rule, regulation, or policy or allegations that the termination of a probationary or temporary employee or an hourly or per diem employee who works on an as-needed basis was for an unlawfully discriminatory reason shall not be processed through discipline and dismissal policy and procedure. Such complaints will be considered on an informal basis in order to allow prompt correction or explanation of the subject of the complaint. All discrimination issues are covered under Policy 4.2.1 Nondiscrimination Policy and Complaint Procedure, of the Institutional Handbook of Operating Policies (IHOP).

A. Retaliation Prohibited

No employee will be penalized, disciplined, or prejudiced for exercising the right to make a complaint or for aiding another employee in the presentation of that complaint.

B. Procedure for Bringing a Grievance

1. The employee shall informally present the complaint to his/her supervisor for discussion, consideration, and resolution within five (5) working days from the date of the action which is the subject of the complaint. If the supervisor is the subject

of the complaint, the employee may address the complaint to the appropriate department Chair or Director.

2. If the complaint is not satisfactorily resolved by the supervisor within five (5) working days, the employee may present the complaint in writing within five (5) working days to the department Chair or Director for consideration and action. A written decision will be mailed to the employee within ten (10) working days of receipt of the complaint.
3. Complaints not satisfactorily resolved by the department Chair or Director may be appealed in writing to the appropriate Vice President or Dean for the employee's department with a copy to the President, within five (5) working days of the date of the appealed decision. The appeal shall state why the appealed decision is not correct. Within a reasonable time, not to exceed thirty (30) days following receipt of the appeal, the Vice President or Dean, with the concurrence of the President, shall prepare and mail a written decision to the employee. This decision is final.
4. The written grievance and all decisions or responses regarding such complaint shall be a part of the personnel file of the employee. Therefore, the Vice President for Human Resources shall be copied on all grievance actions by the employee and the department on a timely basis.

C. Grievance Format Defined

An employee grievance shall consist of two elements. Grievances shall contain a clear and concise statement that explains the specific complaint. Grievance shall also contain the employee's recommendation for attaining a sufficient remedy of the complaint.

D. Summary of Grievance Steps

Procedural Steps	Grievance Timeframes	Response Timeframes
Step One		
Immediate Supervisor (informal, unwritten basis)	Five (5) working days to verbally initiate a grievance	Five (5) working days to verbally respond
Step Two		
Department Chair/Director (formal, written basis)	Five (5) working days to appeal the response in writing	Ten (10) working days to respond to the appeal in writing
Step Three		
Dean/Vice President (formal, written basis)	Five (5) working days to appeal the response in writing with copy to the President	Thirty (30) days to make a final response to appeal in writing with the concurrence of the President

V. Definitions

There are no defined terms used in this Policy.

VI. Related References

Institutional Handbook of Operating Policies
4.2.1 Nondiscrimination Policy and Complaint Procedure

VII. Review and Approval History

The approving authority of this policy is the University Executive Committee.

Effective Date	Action Taken	Approved By	Approved Date
11/2000	Policy Origination		
06/2003	Policy Revision		