Grievance Procedures

Summary

The university’s procedures for enacting staff grievances.

Purpose

To provide guidance to employees on enacting staff grievance investigations.

Procedure

A grievance is a work-related problem or condition which an employee believes to be unfair, inequitable, and which impacts the employee’s status in the workplace.

The University has established a formal grievance procedure for handling the wide variety of problems that may occur.

If you believe you have a legitimate complaint, you should discuss it immediately with your supervisor. If this initial contact does not serve to resolve the matter, the complaint should then be referred to the head of the academic or administrative unit for review. If this next level still does not serve to resolve the matter, the complaint will then be referred through the chain of command to the appropriate vice president. This process must be initiated within 30 calendar days of the objectionable action or occurrence.

Mediation may be arranged by the Human Resources Director if both principals voluntarily agree to the process of mediation and if appropriate. Mediation involves a trained, neutral mediator who guides the two principals to discuss their issue(s) and determine a solution of their mutual construction and agreement. The mediator will assist the parties to write any agreement that may be reached. The mediator is not a judge or an advisor. Mediations may result in an increased understanding of a situation, consensus or compromise concerning the complaint, the dropping of the complaint, or no agreement. All possibilities remain within the joint control of the two principals.

Complaints that cannot be resolved through the administrative structure of the employing unit or academic department, or through mediation, should be submitted to the appropriate official for further efforts to achieve an informal settlement. Employees alleging discrimination on the basis of race, color, religion, national origin, sex, age, disability or veteran status should contact the Equal Opportunity Office. Classified employees having personnel grievances should contact the Human Resources Department.
All grievances which cannot be resolved through informal efforts and which fall within the subject matter jurisdiction of the University Grievance Committee shall be referred to the appropriate Grievance Coordinator. A Grievance Panel will be appointed and, within the parameters of the grievance policy, agreed upon by all parties. The Grievance Panel will conduct a formal hearing and provide a recommendation to the President, who renders a final decision. An appeal of the President’s decision in a hearing before the Grievance Panel is made to the Board of Regents of the University System of Georgia. Instructions for complying with the Regent’s appeal policy will be outlined in the President’s written decision.

This evidentiary hearing shall not be conducted under strict rules of evidence or procedures applicable to proceedings in the Superior Courts of Georgia. Normally, attorneys are not authorized to participate in the hearing; however, the grievant may select an advisor other than an attorney to assist and advise the grievant at the hearing.

Please contact the Human Resources Director for further information.

**Related USG Policy**

Human Resources Administrative Practice Manual

**Last Update**

6/5/18

**Responsible Authority**

CSU Human Resources