In Person Meeting: An employee who wishes to access the grievance procedure must first meet in person with the Dispute Resolution Officer (DRO) to clarify issues and discuss options and resources.

Employee submits Complaint in writing to DRO
Must be submitted within ten (10) University business days from the date of the disputed incident

DRO Helps Resolve Dispute
The DRO partners with the employee, supervisor, and management to address and resolve the complaint using an Alternative Dispute Resolution Process

DRO closes the Alternative Dispute Resolution Process
Completed within thirty (30) calendar days from the date the complaint is filed

Complaint Resolved?
Yes
No Further Action

Grievance Procedure: If the complaint is unresolved following the close of the Alternative Dispute Resolution Process, the employee may present his or her grievance to the Dean or Director.

Submit Grievance to DRO for presentation to Dean, Director or Designee
Must be submitted in writing to the DRO within ten (10) University business days from the date the Alternative Dispute Resolution Process was closed

Dean, Director or Designee meets with the employee and listens to grievance

Dean, Director or Designee Responds
Provides a written response within ten (10) University business days of the meeting

Is employee satisfied with outcome of grievance?
Yes
Grievance Closed

No
Submit Grievance to DRO for presentation to Vice President or Provost
Must be submitted in writing to the DRO within twenty (20) University business days from the date of the Step 1 decision

Vice President/Provost or Designee meets with the employee and listens to grievance

Vice President/Provost provides a written response
Response made within twenty (20) University business days of the meeting

Grievance Closed
Vice President/Provost decision is final

**The informal processes are confidential, with a few exceptions, and do not create records included in complainant or respondent personnel files.**

**The formal Grievance Procedure creates a record in the complainant departmental personnel file.**