**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**

- **No**
  - **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.

  **Grievance Procedure:**
  - **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 both the complainant and respondent departmental personnel files.**

**Alternative Dispute Resolution Process and 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.