Informal Grievance Resolution

Involved parties try to resolve the issue on their own.

Conflict resolved?

YES

NO

Initiator files written statement of grievance with chair of Faculty Mediation Committee for his/her campus within 30 days of the incident.

Chair appoints mediator mutually acceptable by initiator and respondent(s).

Mediator meets with the initiator and the respondent (s) to assist in finding mutually satisfactory agreement.

Mediator concludes the process within 30 days and submits an Informal Grievance Status Report Form within 10 days.

Conflict resolved?

YES

NO

Initiator withdraws grievance?

NO

YES

Formal Grievance Resolution

Initiator files a notice with Vice Provost/Vice Chancellor for Academic Affairs within 10 days of informal proceeding's outcome.

•Vice Provost/Vice Chancellor determines if 1) Initiator attempted to resolve grievance under informal process 2) grievance is timely, and 3) issue is covered by policy.
•Vice Provost/Vice Chancellor notifies initiator whether formal grievance will be heard within 10 days.

Grievance accepted?

NO

Initiator appeals within 10 days?

NO

YES

YES

Appeal approved?

NO

YES

•Vice Provost/Vice Chancellor sends copy of grievance notice to respondent(s) who must respond in writing within 10 days.
•Vice Provost/Vice Chancellor sends copy of all materials to chair of Grievance Hearing Committee.

•Impartial panel of three people is drawn from Grievance Hearing Committee.
•Grievance hearing commences no later than 20 days after panel is constituted.
•Grievance hearing panel decides on recommendations by majority vote and reports to Vice Provost/Vice Chancellor within 15 days.

Vice Provost/Vice Chancellor makes decision on outcome of grievance hearing in writing within 10 days.

Initiator/Respondent appeal within 10 days?

NO

YES

Provost/Chancellor makes decision on the appeal and communicates it in writing within 10 days.

No further action taken/Grievance is closed