
CONDUCT AND DISCIPLINE

GRIEVANCE PROCEDURE

As a service to employees, personnel are available to advise and assist SWOSU's employees who have a question, problem, or complaint about working conditions. Most concerns can be resolved by informal discussions between the parties involved. The Office of Human Resources is available to counsel employees who have grievances. The Office of Human Resources will endeavor to provide fair and prompt consideration to concerns or dissatisfactions pertaining to the individual's employment.

The Office of Human Resources should be contacted if a person feels there has been employment discrimination due to race, color, national origin, sex, age, religion, disability, genetics or status as a veteran.

Informal Grievance: Employees are encouraged to resolve matters in an informal manner. The following steps are suggested to resolve questions or employment dissatisfaction in an informal manner:

- a) To ensure that employment problems may be addressed effectively, the employee should discuss the area of concern with his/her immediate supervisor first.
- b) If necessary, the employee should continue up the ladder. If the question is not resolved at the supervisor's level, the employee may request an appointment to discuss the problem with the appropriate person at each administrative level up to and including SWOSU's President.
- c) Employees may also contact the Office of Human Resources for assistance in resolving any concerns.

Formal Grievance: A formal complaint may be presented due to the dissatisfaction that occurs when an employee believes a condition of his/her employment is unjust, inequitable or a substantial hindrance to effective operation.

Salary increases and fringe benefits are matters determined during budget deliberations. These topics are not typically considered to be items for formal complaint. Additionally, the formal complaint procedure does not apply to action taken during the employee's introductory period or the nonrenewal of an individual's appointment.

The employee shall present the facts in writing to the Director of Human Resources. A formal complaint must be in writing and contain the following:

- a) A clear and detailed, signed statement of the complaint,
- b) The specific remedial action or relief sought,

- c) A summary outlining with whom the points of dissatisfaction were discussed and what results were realized from these discussions and
- d) The reason(s) why remedial relief is being sought.

The formal grievance will be considered by the Director of Human Recourses or appropriate designee. A written response will be provided to the employee. Should the employee so desire, an appeal may be filed with the Vice President of Administration & Finance within 10 working days. Should the Director of Human Resources or the Vice President of Administration & Finance be named in the formal grievance and/or have such a relationship with the accused or the accuser that a report could legitimately be contested on the grounds of bias; an alternate decision maker shall be appointed.

Retaliation: Any attempt to penalize or retaliate against a person for filing a complaint or participating in the investigation of a complaint of discrimination due to race, color, national origin, sex, age, religion, disability, genetics or status as a veteran will be treated as a separate and distinct violation of SWOSU policy. As such, appropriate disciplinary action up to and including termination of employment may occur.