Employee Grievance Policy and Procedures

Definition of Grievance
A grievance is a complaint by an employee regarding an aspect of his or her employment. Grievances may include but are not necessarily limited to annual leave, sick leave, compensatory time, dismissal, suspension, promotion, demotion, disciplinary actions, and discrimination.

Compensation is not a proper subject for a grievance. Similarly, conditions that are beyond the control of College management or are mandated by law shall not be grievable matters. Performance evaluation grievances, including ratings, as well as complaints concerning reduction-in-force are non-grievable matters unless the dispute is based on a charge of discrimination. Discrimination is an action taken based upon race, color, sex, age, national origin, religion, or disability.

Other non-grievable matters include but are not limited to: a) advice and/or counseling provided by the EO/AA Officer; b) approved Board of Trustees policies, Administrative Bulletins, Memoranda, or State Department policies; c) matters governed by law, regulations, and/or executive order which are outside the College’s control; and d) work or teaching assignments, including assignments or reassignments to other units, departments or divisions.

Initiation of Grievance Procedures
Any employee who is not on new hire probation or a temporary status (extra help employee or adjunct faculty) shall have the opportunity at any time within five (5) workdays (after the incident out of which a grievance arises) to present a grievance. Any such grievance shall be handled in accordance with the procedure below:

Step One (Supervisor-Oral): any employee may present a grievance (orally) to his/her immediate supervisor. If the supervisor’s answer is not given within 48 hours (two workdays) after the presentation of the grievance or if the answer is not satisfactory to the complaining employee, then he/she may proceed to Step Two.

Step Two (Supervisor-Written): The employee shall, within three (3) work days thereafter, cause the grievance to be prepared in writing using the Grievance Form, with one copy to be presented to his/her immediate supervisor. The supervisor and the employee shall meet within five (5) workdays in an attempt to reconcile the grievance. The Grievance Reply Form may also be used. If, within three (3) workdays from the meeting, the grievance is not reconciled, then the grievance may be submitted to the appropriate senior administrative officer.
Step Three (Senior Administrative Officer): The senior administrative officer shall respond to the grievance within five (5) workdays using the Grievance Reply Form. In the event the employee is dissatisfied with the decision of the senior administrative officer, he/she may appeal (in writing) within three (3) workdays to the President.

Step Four (President) The President shall respond to the grievance within five (5) workdays using the Grievance Reply Form. The President may choose to submit the employee’s grievance to the President’s Cabinet (Executive Committee) in lieu of or in addition to the President’s review. In which case the President’s Cabinet shall respond to the President within five (5) workdays and the President shall respond to the grievance within ten (10) workdays of the receipt of the grievance. The President may accept, reject or modify any recommendation from the President’s Cabinet. The President will reply to the grievance using the Grievance Reply Form. The decision rendered at the level of the President is the position of the College and shall be final.
SOUTHEAST ARKANSAS COLLEGE
GRIEVANCE FORM

This form is to be used by the employee filing a formal grievance. This form should be filled in completely and will serve without amendment as the source document for the grievance process. All supporting documentation should be attached to this grievance form.

Employee’s Name ____________________________________________
Job Title _____________________________________________________
Employee’s Work Location _______________________________________

GRIEVANCE STATEMENT

In order for a formal grievance be process, the following four steps must be addressed: (Attach additional pages for responses, if needed. Make sure the responses are numbered appropriately.)

1. What was the date of the occurrence and what specific behavior, condition, or violation of policy or procedure occurred which you considered constitutes a grievance(s)?

2. Attach document(s) and/or list of witnesses, so that their relevancy to the grievance can be determined.

3. How have you been adversely affected by the grievance?

4. What specific actions have you taken to reconcile and improve this situation? Including discussing it with your immediate supervisor? What has been the outcome of these efforts?

5. What specific action(s) are you requesting?

Employee’s Signature ____________________________ Date ___________
SOUTHEAST ARKANSAS COLLEGE
GRIEVANCE REPLY FORM

PRINT NAME and TITLE

Reply to Employee Grievance
(Respond on a separate sheet and attach, if needed)

Supervisor’s Signature ____________________________ Date ________

Employee’s Answer:

_______ I accept the answer to my grievance.

_______ I do not accept the answer to my grievance and wish to refer my grievance to the next step.

NOTE: Explain fully why you do not accept the above response/decision.
(Respond on a separate sheet and attach, if needed)

Employee’s Signature ____________________________ Date ________