

GRIEVANCES AND COMPLAINTS FOR STAFF

Whenever there is interaction between two or more people, there is the potential for misunderstanding and difference of opinion. These misunderstandings and differences cannot always be resolved without outside assistance.

To the end of justice and fair play for all persons concerned, this section is to provide an avenue for the resolution of differences and misunderstandings between supervisors and those who are supervised.

These policies and procedures statements are applicable to all staff personnel assigned to all agencies of the OSU system. Persons holding a “joint appointment” (faculty and staff combination) shall use the grievance procedure most germane to the nature of the complaint; e.g. if the grievance is relevant to the work assignment as a member of the staff, then the staff grievance procedure shall be used.

It is the policy of OSU that all staff who have a bona-fide grievance, as defined herein, that cannot be resolved informally, may request the formation of a Grievance Committee, which shall conduct an examination of the issues and make recommendations(s) for review by the appropriate Vice President or other senior administrator reporting directly to the President (of the Oklahoma City campus).

Definition of terms:

- A. Complaint: A complaint is a timely informal expression of dissatisfaction with particular aspects of employment outside the control of the staff employees.
- B. Grievance: A grievance is a timely and written complaint filed by a staff employee, with regard to good faith assertion of substantial administrative error relating to appointment, reappointment, disciplinary actions, dismissal, retirement or safety in working conditions. Excluded from the grievance definition are complaints concerning wages and salary judgments, performance-related dismissal during a formal probationary period of employment and University statements concerning policies and rules.
- C. Discrimination: A complaint or grievant must state whether he or she believes that discrimination due to race, color, religion, national origin, sex, age, sexual orientation or qualified handicap or veteran's status is involved. Employees are eligible to file complaints due to unlawful discrimination regardless of status as a probationary employee.

- D. Staff personnel who state their interest in filing a complaint or grievance shall be given copies of written policies and procedures pertaining to the disposition of such complaints and grievances. Human Resources will provide the copies.

- E. For a complaint relating to a form of alleged illegal discrimination listed in the Definition of Terms, the person entering the complaint shall advise the Director of Human Resources/Affirmative Action Officer of the complaint. The Director of Human Resources/Affirmative Action Officer may serve as consultant to either or both parties involved. However, the Director shall serve in an advisory or informal capacity only, and shall not be requested to make an administrative decision.

For obtain more information and further details, please review the complete policy- *OSU Policies and Procedures- Grievances and Complaints for Staff, 3-0746.*