



# Alternative Service Committee

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Academic year 2013-2014

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## Grievance Procedures for Classified Employees as of October 2, 2013

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# Grievance Procedures for Classified Employees

Revised: April, 2010

**Personnel Relations Committee Handbook** (follow this link to read complete procedures)

The method of resolving differences is divided into an informal system and a formal system. Both systems are established to provide the employee with several alternate opportunities for solving the problem. A conscientious effort on the part of all persons concerned to try to resolve difficulties at the lowest level is a requirement of the procedure. The Grievance Adjustment Procedure Diagram, Page 9, represents the method of resolving differences in graphic form.

## A. INFORMAL SYSTEM

The INFORMAL system of trying to resolve differences consists entirely of oral presentations:

1. Discussion between employee and supervisor. This represents an attempt to eliminate potential problems at the point of origin--the work place. Employees and supervisors are encouraged to discuss freely any difficulties or misunderstandings that might arise. An employee representative, if appropriate, may be present. It is recognized that a supervisor may have to request information and/or direction from higher level of supervisors. When this is obtained, discussion should resume.
2. Discussion between employee and higher level supervisor. This is an optional method where the employee and/or the supervisor desire to have both parties give an oral presentation to a higher level supervisor. This may require discussion with several persons, but, again each level should try to resolve the problem. Access to the Budget Officer (or Manager) and/or Budget Review Officer (or Affiliated Corporation's Director) is made available to the employee through this option.
3. Discussion between the employee and the Associate Director of Human Resources (a.k.a. Director of Employee Relations). This is another optional method available to the employee because some types of complaints are of such a sensitive nature that the employee prefers not to discuss the problem with his/her immediate supervisor and/or higher level supervisor. In these cases, the employee may seek assistance from the Associate Director of Human Resources (a.k.a. Director of Employee Relations) who will supply information concerning policies, procedures, directives and regulations in an attempt to resolve the complaint or bring about a satisfactory understanding. The employee may request the Associate Director of Human Resources (a.k.a. Director of Employee Relations) for assistance in discussing the problem with appropriate levels of supervision.

## B. Transition to Formal System - Request for Hearing

If the complaint is still unresolved, the employee may proceed to the next step -- the Formal written grievance. This part of the procedure is available to any employee upon having successfully completed the initial probationary period of service at Wichita State University. The Personnel Relations Committee reserves the right to accept a grievance from an employee who has not completed the probationary period when some unusual or unforeseen circumstance exists.

If the complaint cannot be resolved to the complainant's satisfaction through informal channels, the complainant must submit a formal grievance petition to the Associate Director of Human Resources (a.k.a. Director of Employee Relations). The Associate Director of Human Resources (a.k.a. Director of Employee Relations) will then submit the grievance petition to the Classified Employee Grievance Steering Committee for processing (hereafter referred to as the "Steering Committee"). The Steering Committee will review the grievance petition, work with the complainant, respondent, and other involved parties to gather sufficient information and ensure that the grievance is in a form which can be processed, and will develop a plan and timeline to process the grievance. The Steering Committee will initially attempt to resolve the grievance through informal means. If all informal processes are unsuccessfully exhausted or if the Steering Committee believes that informal resolution cannot be achieved, the Steering Committee will refer the grievance for a formal hearing by the Personnel Relations Committee. The Steering Committee will submit their findings and recommendations to the Associate Director of Human Resources. The Associate Director of Human Resources (a.k.a. Director of Employee Relations) will communicate the Steering Committee's decision to all interested parties. Either party may appeal the recommendation to the Personnel Relations Committee through the Grievance Adjustment Procedure for Classified Employees.

**Steering Committee:** The Steering Committee will consist of six members. The Classified Senate shall appoint six members from the Wichita State University classified employee constituency in classifications not represented by KAPE to serve as the Grievance Steering Committee; members appointed to the Steering Committee shall hold classified appointments with "regular" status and be appointed with 0.5 or greater FTE. The Steering Committee shall be advised by the Associate Director of Human Resources (a.k.a. Director of Employee Relations).

Members of the Steering Committee shall be reviewed, confirmed, or replaced at the beginning of each calendar year. Information regarding the need for such replacement(s) and name(s) will be provided to the KAPE Chapter President. Service on the Steering Committee is voluntary. Maximum service on the Steering Committee shall be limited to three consecutive one-year appointments; after serving for three consecutive years, a member shall be ineligible for reappointment to the Steering Committee for two calendar years. Steering Committee members may be replaced upon the conclusion of a one-year term or within a term at the discretion of the Classified Senate based on the member's request or upon a majority vote of the senators. A total of six Steering Committee members will be appointed by the Classified Senate; with no input from management or KAPE representation. Only three members so appointed will sit on any one grievance.

To request a hearing by the Personnel Relations Committee a complaint must be written, giving full details and must be mailed or presented to the Associate Director of Human Resources (a.k.a. Director of Employee Relations) within five (5) working days of the latest informal attempt to resolve the problem. (It is not the intent of this procedure to use the time limit to adversely affect any complaint. Unusual circumstances will permit the Personnel Relations Committee an opportunity to waive the time limit at its option.) Every effort consistent with normal operating schedule will be made to conduct a hearing at the earliest practical time and at a place established by the hearing Chairperson. Both time and place of the hearing will be reasonable.

The Associate Director of Human Resources (a.k.a. Director of Employee Relations) will offer any help available to assist the employee in preparing the grievance form or in having it typed and sent to the Committee. The employee may obtain assistance from any source. Assistance will normally be limited to one individual. The employee and/or employee's University representative shall be granted a reasonable amount of time for the preparation of the case during regular working hours. At this level the Associate Director of Human Resources (a.k.a. Director of Employee Relations) will act in an advisory capacity to all concerned and will have full access to meetings, records and any other information available to assist in the preparations for the hearing.