SUBJECT: Employee Grievance

I. Policy

Following are the purposes of the Employee Grievance Policy at Midland College:

A. to ensure that employees receive fair and equitable treatment;

B. to provide employees with an easily accessible procedure for expressing dissatisfaction; and

C. to foster sound employee supervisor relations through communication and ultimate reconciliation of work related problems.

The employee grievance procedure described herein has been established as a primary means of meeting the policy objectives. Supervisors are responsible for making certain that employees under their supervision have knowledge of and understand the grievance procedure. Employees have the right to use the procedure without fear of criticism or action being taken against them affecting their job security, wage progression opportunity, or chance for job advancement.

II. Application

This policy applies to all employees.

III. Grievance Definition

A grievance is defined as an expression of dissatisfaction relating to wages, hours of work, the administration of personnel policies. This would include any discriminatory actions based on race, color, age, national origin, sex, marital status, disability, or other conditions of employment perceived unfair or inequitable.

IV. Administrative Guidelines

A. All time limits specified herein are business days. In the interest of the prompt resolution of employee complaints, the action at each step of the grievance procedure should be taken as rapidly as possible, but no later than the prescribed limit. In the event of extenuating circumstances, a time may be extended by mutual agreement of the parties at that step.

B. Grievance hearings will be scheduled at mutually satisfactory times. Grievance hearings are considered compensable hours worked, except in cases where the employee has been placed on suspension or terminated.
C. An employee may have the assistance of the Human Resources Director in preparing and processing a grievance at any step.

D. A written summary of the complaint with facts and information accumulated by the supervisor at each step should be forwarded to the Human Resources Director and to the next higher level in the grievance procedure. Copies of any other related grievance appeals and responses should be included as well.

E. Grievance information or testimony must be treated in a most discreet and confidential manner by all persons involved.

V. Procedure

A. This grievance process is the exclusive remedy for all employee grievances.

B. The employee must first attempt to adjust the grievance informally by discussing it with his/her immediate supervisor.

C. If the matter is not adjusted to the employee's satisfaction through informal discussion, and the employee wishes to pursue the grievance, the employee may proceed with the formal grievance process. To do this, the employee must present a formal grievance in writing to his/her immediate supervisor.

D. The formal grievance must be presented to the immediate supervisor within 30 days of the occurrence and describe the adjustment desired. The supervisor will have ten business days in which to provide the employee an answer in writing. If the employee is not satisfied with the answer from the immediate supervisor, and wishes to pursue the grievance, he/she has ten business days to take the grievance to the second level of review.

E. The grievance must be presented in writing to the second level of review within ten business days from the time the answer was given or due by the immediate supervisor. The second level of review will be the next immediate level of authority. The second level reviewing officer will have ten business days in which to provide the employee an answer in writing. If the employee is not satisfied with the answer received, and wishes to pursue the grievance, he/she may take the grievance to the third level of review.

F. If pursued, the grievance will be presented through the direct levels of supervision according to the employee’s job responsibilities. The same ten business day period for submission and response will apply in all cases. The final level of review will be conducted by the President. The decision of the President is final and binding on all parties, and there shall be no further review or appeal.