



**Policy Title:** Employee Grievance Policy

**Policy Number:** HRO.101

**Policy Owner:** Director of Business Affairs

**Responsible Office:** Human Resources Office

**Revision Date:** 6/22/2016

---

## 1. Purpose and Scope

The purpose of this policy is to provide an official process to effectively resolve issues which may arise in the workplace; to define a grievance and explain in what situations it is appropriate for an employee to invoke one; and to ensure that all faculty and staff members receive fair and just treatment under the university's active policies and their implementation.

## 2. Policy

The mistreatment of North American University's employees and the misapplication of university policy go directly against the virtues upheld by the university and will not be tolerated. In the event that an issue does arise and harmfully affects an employee or his or her work performance, that employee may file a grievance. For the purposes of this document, a 'grievance' is defined as an unresolved issue concerning the implementation of university policy, procedure, or practice.

All University employees including faculty and staff (non-student workers) are eligible to utilize this process to resolve such issues.

## 3. Procedures

### 1. Informal Resolution

In many cases, disputes over the implementation or interpretation of a policy can be resolved through communications within a particular department or unit. As such, the first step in the grievance process is to seek an informal resolution. The employee shall attempt to resolve the issue informally within ten (10) business days of the incident's occurrence. The employee may initiate this step in one of two ways:

a) *Speak with his or her supervisor:* The employee should promptly bring the matter to the attention of his or her immediate supervisor, explaining the nature of the problem and the relief sought. The supervisor should provide a response within ten (10) business days.

b) *Speak with the Office of Human Resources:* If an employee cannot decide whether or not to initiate a grievance or is reluctant to discuss the matter with his or her supervisor, he or she may seek the advice of the Office of Human Resources who may seek to resolve the issue. The Office of Human Resources should provide a response to the employee within ten (10) business days.

### 2. Formal Grievance

If the matter is not resolved at Step I, the employee may proceed to Step II by submitting a written formal grievance statement to his or her supervisor or the Office of Human Resources no later than five (5) business days after the receipt of the response in Step I. This statement should outline the relevant facts that form the basis of the employee's grievance, indicating the University policy, procedure, or practice that has

allegedly been violated, and stating the resolution sought. The statement should also identify the discussions and response in Step I.

The grievance statement is then forwarded to the President, who appoints a grievance committee no later than five (5) business days after receiving the request. The committee shall be composed of three to five full-time employees. The committee members shall select a chair among themselves. No one with a personal or professional interest in the outcome of the grievance is qualified to serve on the committee.

The committee will meet with the grieving employee, the immediate supervisor, and any other person deemed by the committee to have relevant information regarding the subject of the reported grievance. All information received and evaluated by the committee is strictly confidential, with the exception of circumstances in which another person or persons beyond the committee has a legitimate professional or legal interest in the matter.

The chairperson of the committee will notify the grieving employee in writing of the committee's final decision within twenty (20) business days after being appointed for the committee.

#### *Appeal*

Should the aggrieved employee find the committee's decision unsatisfactory, he or she has the right to appeal to the President. Within ten (10) business days, the President, or his or her designee will notify the final outcome of the grievance. Such a decision will be final and bind all concerned persons and parties.

#### Confidential Reporting

It is the responsibility of North American University (NAU) to conduct business within the University policies and procedures. Employees should report any misconduct as soon as possible without fear of any reprisal.

The types of possible misconduct include, but are not limited to, the following:

- Any activity that does not conform to professional and ethical conduct policies published in the University's official documents such as the employee handbook
- Financial crimes such as fraud, bribery, theft, and etc.
- Criminal offenses which threaten the performance or well-being of any entity related to NAU or its business-related affiliates

Employees may report such incidents through a confidential reporting system, My Safe Campus. Reports may be submitted anonymously via the website [www.mysafecampus.com](http://www.mysafecampus.com) or by calling at 1-800-716-9007. The confidential report will be treated as a formal grievance request and be forwarded to the President, and the procedures explained in Step II will be followed.

Employees may take the grievance directly to a higher authority such as Board of Trustees of NAU, Accrediting Council for Independent Colleges and Schools (ACICS) or Texas Higher Education Coordinating Board (THECB).

#### **4. Who Should Read This Policy**

- Faculty and Staff
- Department Chairs
- Administrators