

Policy Title:	Grievance Procedures and Appeal Processes
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Policy Number:	AAD.061	Date Approved:	February 22, 2024
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A. Description

Authorizes departments (units) to establish grievance and appeal processes
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B. Definition(s)

- **Policy:** provides the operational framework within which the institution functions. Policy provides the formal guidance needed to coordinate and execute activity throughout the institution. When effectively deployed, policies help focus attention and resources on high priority issues, aligning and merging efforts to achieve the institutional vision.
- **Procedures:** operational processes required to implement institutional policy. Operating practices can be formal or informal, specific to a department or applicable across the entire institution. If policy is "what" the institution does operationally, then its procedures are "how" it intends to carry out those operating policies.
- **Grievance:** a claim by an employee or student (grievant) that he or she was adversely affected by the misinterpretation or misapplication of a written policy or collective bargaining agreement.
- **Appeal:** a claim by an employee or a student (appellant) that they were adversely affected by the misinterpretation or misapplication of a written procedure.
- **Grievance Procedure or Appeal Process:** a means of internal dispute resolution by which an employee or student may have their disputes addressed.
- **Department:** organizational unit within the institution reporting structure that reports up to a Vice President or University President.

C. Policy Statement

1. Unless otherwise prescribed by law, Departments shall establish a written grievance procedure for policies or an appeal process for procedures for policies and procedures that may adversely affect an individual’s employment, progress to graduation, or otherwise have a substantive financial impact. Department may elect to use the general grievance procedure or appeal process rather than crafting their own (see links in Other Information box below).
2. To initiate a grievance or appeal, the grievant or appellant should, at a minimum, identify (1) the policy or procedure that was misinterpreted or misapplied, (2) the outcome under dispute, and (3) the desired resolution. Departments may require additional information to initiate a grievance or appeal for a particular policy or procedure.
3. Grievance procedures shall seek to resolve the dispute in a timely, fair, and equitable manner and, to that end, shall include the following steps:
 - a. Evaluation — criteria by which one can clearly determine whether a valid grievance exists under the policy named.
 - b. Informal Resolution — an informal process that may resolve a valid grievance with an immediate supervisor, instructor, or other authority with immediate oversight of the issue under dispute.
 - c. Formal Resolution — when the informal process cannot resolve a valid grievance, there is a formal process to investigate the dispute, seeking input from relevant parties to the dispute, and rendering findings and a recommended resolution.

- d. Final Review — when the recommended resolution does not resolve the dispute, an individual at a higher level is assigned to review the findings and recommended resolution to determine if (1) the formal process was carried out in a fair and equitable manner and (2) whether a reasonable resolution was reached based on the evidence available. Normally, that individual is the head of that department, their immediate supervisor, or that supervisor’s designee. The reviewer has the authority to enact the original resolution, refer the resolution back to the original investigator or panel for revision, or enact a revised resolution.
4. Appeal processes normally assign a committee or individual to review appeals. The goal of the review is to determine if the procedure was carried out in a fair and equitable manner and arrived at a reasonable conclusion based on the evidence available. Normally, the reviewer is the head of that department, their immediate supervisor, or that supervisor’s designee. The reviewer has the authority to enact the original outcome, or enact a revised outcome. For some procedures, departments may choose an appeal process that follows the same steps as a grievance procedure. However, to provide timely review, the more abbreviated process outlined herein is encouraged whenever possible.
5. The grievant/appellant shall be protected from retaliation throughout a grievance procedure or appeal process.
6. Formal grievance and appeal processes shall clearly delineate the steps to be taken with reasonable timelines associated with each step of that process.
7. Grievance procedures and appeal processes shall be published where they are easily accessible by potential users, for example, on department drive or website.

This policy may be revised at any time without notice. All revisions supersede prior policy and are effective immediately upon approval.

D. Relevant Authority

Replace this sentence with information about policy consultation or relevant authority

E. Other Information

General grievance procedure and appeals process:

- General Grievance Procedures
- General Appeal Process

Examples of current grievance procedures and appeal processes:

- [APSOU CBA](#), Article 17 – Grievance Procedure and Arbitration
- [SEIU CBA](#), Article 18 – Grievance and Arbitration Procedure
- [Faculty Bylaws, Section 6 – Dispute Resolution](#):
 - 6.100 Faculty Grievance Procedures regarding Personnel Actions,
 - 6.200 Procedure for Hearing Challenges to Disciplinary Actions or Procedures, and
 - 6.300 Faculty Complaints against Other Faculty, Administrator, or Staff
- [Grade Grievances](#) (actually an appeal process)
- [Administrative Grievances](#) (unrepresented employees)
- [Student Grievances](#)
- [Student Accommodation Grievance Procedure](#) (actually an appeal process)

The Policy Contact, defined above, will write and maintain the procedures related to this policy and these procedures will be made available within the Custodial Office.