UIC POLICIES AND PROCEDURES

NUMBER
1102

MANUAL	SECTION	PAGE
Human Resources	Grievances	1 of 4

SUBJECT	EFFECTIVE	REVISED
Support Staff Grievances	04/01/1997	09/01/ 2013

ISSUED BY	APPROVED BY
Assistant Vice President of Human Resources	Chancellor

PURPOSE

To identify a process for support staff employees for the reporting and resolution of grievances, to establish responsibility and authority of UIC personnel in the reporting, investigation and resolution of grievances, and to ensure compliance with University rules, relevant collective bargaining agreements and the Illinois Educational Labor Relation Act.

SOURCES AND BACKGROUND

State Universities Civil Service System Statute and Rules
University of Illinois Policy and Rules for Civil Service Staff
Illinois Educational Labor Relations Act
Collective Bargaining Agreements

APPLICABILITY

UIC support staff employees and supervisors

POLICY

The University extends to all support staff employees the right to a fair hearing on grievances arising in the course of employment. For employees not represented by collective bargaining agreements, a grievance is defined as an alleged violation of a specific section(s) of the Civil Service Policy and Rules.

Employees and supervisors have an obligation to make every effort to resolve employment relations problems as they occur. In any case where this effort fails, the employee may initiate the grievance process. No grievance will be considered formally, unless submitted in writing consistent with Rule 17.02, University of Illinois Civil Service Policy and Rules.

Employees who are represented by collective bargaining agreements do not follow the grievance procedures identified below since such agreements contain specific provisions for grievances which may differ.

Employees who believe that they have a complaint based on discrimination may follow this grievance procedure or, alternatively, may contact the Office of Access and Equity.

PROCEDURES

RESPONSIBILITY	ACTION
For Non-Represented Employees	
1. Employee	Initiates informal discussion with supervisor within 21 calendar days after the incident or knowledge of the occurrence giving rise to the grievance. Must inform the supervisor that the complaint step of the grievance process is being initiated.
2. Supervisor	Meets and discusses grievance informally with employee. Fourteen calendar days allowed for informal discussion.
3. Employee	Files written grievance with unit head within 7 calendar days after informal discussions fail or fourteen day time period for informal resolution expires. Includes a statement of the facts, the specific section(s) of the Policy and Rules allegedly violated, and the remedy sought in the written grievance. Note: An employee initiating the grievance process regarding disciplinary action may file a written grievance without initiating the complaint step. The grievance must be filed within twenty-one (21) calendar days from the date the employee receives written notice of the discipline imposed or within seven days following the scheduled date of return from a suspension, whichever provides the longer filing period.)
4. Supervisor	Provides written summary of issues discussed during the complaint step and provides it to the unit head and employee.
5. Employee	Appeals to Department/Unit Head within three

	work days from the date supervisor's response is received or due, whichever occurs first, provided the response or lack thereof does not resolve the grievance.
6. Department/Unit Head	Investigates grievance and provides written response within 14 calendar days. Must discuss the grievance with both the employee and supervisor, either separately or together.
7. Employee	Appeals to Chancellor within 10 calendar days after Department/Unit Head's response is received, provided the response or lack thereof does not resolve grievance.
8. Chancellor or designated official	Offers a fair hearing and provides written response within 21 calendar days after receipt of appeal or within 14 calendar days after hearing if one is held.
9. Employee	Appeals to Director of Human Relations and University Equal Opportunity (Office of the President) within 10 calendar days after Chancellor's response is received, if the response or lack thereof does not resolve grievance.
10. Director of Human Relations and University Equal Opportunity Office (Office of the President)	Reviews written record, conducts hearing, if warranted, and provides response within 30 calendar days after receipt of the appeal or within 14 calendar days after hearing if one is held.
11. Employee	Requests arbitration if the Director of Human Relations and Equal Opportunity Office response or lack thereof does not resolve grievance, unless specifically precluded by other provisions of the Policy and Rules or by State Universities Civil Service System Statute and Rules. Costs of arbitration are divided between employee and the University.

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MANUAL	SECTION	PAGE
Human Resources	Grievances	4 of 4

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