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| PROCEDURE TITLE: | CONCERN RESOLUTION |
| PROCEDURE NO.: | 4.69:1 |
| RELATED POLICY: | 4.69REV |
| PAGE NO.: | 1 OF 2 |
| RESPONSIBLE PARTY: | VPFA |
| EFFECTIVE DATE: | 01/18/2023 |
| NEXT REVIEW DATE: | 01/2026 |
| APPROVED BY: | PRESIDENT |

1.0 STEP 1 – INFORMAL MEETING WITH IMMEDIATE SUPERVISOR

A meeting should be scheduled between the employee and immediate supervisor to discuss the concern. In many cases, the concern can be resolved during this initial meeting. If it cannot be resolved during this meeting, or if a more complex series of actions are required, a plan to address the issue should be developed within two weeks of the informal meeting. It is expected that this plan will be followed to resolve the issue within the agreed-upon timeframe.

2.0 STEP 2 – FORMAL MEETING WITH THE IMMEDIATE SUPERVISOR

2.1 If a plan is not in place within two weeks, the employee may move to the next step of the process – a formal meeting with the immediate supervisor. The employee initiates this step by completing the [Concern Resolution for Administrators form](#) on the university’s website. Copies of the form will be routed to the immediate supervisor and the Director of Human Resources.

2.2 Normally within one week of form submission, there will be a formal meeting between the employee and supervisor. An HR representative may be in attendance if invited by either the employee or supervisor. Written records of the discussion and outcome will be generated. Within seven working days after the formal meeting, the supervisor will inform the employee of his/her response in writing, with a copy to the HR Director or designee.

3.0 STEP 3 – FORMAL MEETING WITH THE NEXT LEVEL SUPERVISOR (IF ORGANIZATIONALLY APPROPRIATE)

If the concern cannot be resolved at Step 2, the employee can choose to request a meeting with the next level supervisor. An HR representative may be in attendance if invited by either the employee or next level supervisor. Written records of the discussion and outcome will be generated. The next level supervisor should schedule a meeting within seven days of the request; the meeting itself may or may not occur within that seven-day window. In this meeting, the documentation from the previous steps will be reviewed, and the participants will explore the reasons why the concerns have not been resolved. Within seven working days, the next level supervisor will inform the employee, the

immediate supervisor, and HR of the decision and any corresponding course of action to be taken.

4.0 STEP 4 – FORMAL MEETING WITH THE DIVISIONAL VICE PRESIDENT

If the concern cannot be resolved at Step 3, the employee may choose to request a meeting with the Divisional Vice President. An HR representative may be in attendance if invited by either the employee or Vice President. Written records of the discussion and outcome will be generated. The Vice President should schedule a meeting within seven days of the request; the meeting itself may or may not occur within that seven-day window. In this meeting, the documentation from the previous steps will be reviewed, and the employee and the last supervisor to review the concern will explore the reasons why the concerns have not been resolved. Within seven working days, the Vice President will inform the employee, all involved supervisors, and HR of the decision and any corresponding course of action to be taken. The decision of the Vice President is final.

History

Effective: 09/11/15

Reviewed: 01/18/2023 with minor revisions