

Shawnee State University

AREA:	BUSINESS AFFAIRS	POLICY NO.:	4.69
		ADMIN. CODE:	3362-4-40
2		PAGE NO.:	PAGE 1 OF
		EFFECTIVE DATE:	6/18/93
		RECOMMENDED BY:	D. Creamer
SUBJECT:	CONCERN RESOLUTION FOR ADMINISTRATORS	APPROVED BY:	

1.0 PROCEDURE

- 1.1 By means of the procedures that follow, Shawnee State University guarantees an opportunity for any member of the administrative staff to express a concern. The resolution of certain concerns (such as sexual harassment, discrimination, etc.) may be addressed through other policies, which can be identified by the Personnel Department.
- 1.2 Friendly discussion of the problem with the supervisor is encouraged. Such problems should be resolved at the earliest stage of discussion. The supervisor should notify the next level of management that a concern has been filed.

2.0 PROCESS

- 2.1 **Informal open meeting with immediate supervisor.** This should be a friendly discussion of the situation at hand. After this meeting, should the employee wish to start the formal concern resolution procedure, he/she will need to get the proper paperwork from the Personnel Department. If the staff member does not take the concern to the next step within two weeks, the matter shall be considered resolved. If a supervisor does not respond in a timely manner (typically within two weeks), the concern can be taken to the next step of the formal procedure. The supervisor at each level will send the original copy of their decision to Personnel with a copy to the next level supervisor.
- 2.2 **Formal meeting with immediate supervisor.** This meeting should typically take place within seven (7) working days from the date of filing the formal paperwork. The supervisor and the employee shall make every effort to resolve the problem. The supervisor will typically respond within seven (7) working days to inform the staff member, the Personnel Department, and the next level supervisor of the decision in writing.
- 2.3 **Meet with next level supervisor.** If the concern is not resolved in 2.2, the employee will submit in writing, after receiving the written decision from their immediate supervisor and within the time frame established in 2.2, a request for a meeting with the next level supervisor. This meeting will include the employee, the employee's immediate supervisor, and the next level supervisor. The next level supervisor will typically have seven (7) working days to inform the employee, the employee's immediate supervisor, and the Personnel

Department of the decision in writing. If the supervisor at this level is the Divisional V.P., the matter automatically skips this step and proceeds to 2.4.

- 2.4 **Meet with Divisional V.P.** If the concern is not settled to the employee's satisfaction after the meeting in 2.3, the employee may submit in writing a request to meet with the Divisional V.P. The V.P. shall meet with the employee typically within seven (7) working days after receiving written notice from the employee. The employee or the V.P. may request an open meeting with all parties involved. The V.P. will submit in writing his/her findings to all involved parties.
- 2.5 **Meet with the President.** If the decision is still not satisfactory to the employee, he/she may request in writing a meeting with the President. The President will review, request any additional information needed, and then meet with the employee and Divisional V.P. within the typical time frame. The President shall reply to all parties involved, in writing. The President's decision will be final.
- 2.6 **Filing of forms.** The original copies of all forms must be filed with the Personnel Department. If needed, copies may be requested by contacting the Personnel Department. These forms will not be placed in the employee's personnel file.