

Procedure 5.0801

Grievance Procedure

In the event matters are not able to be handled informally through discussions with immediate supervisors, the procedures listed below should be followed. In situations involving sexual or other unlawful harassment and dismissal, the specific policies applicable to such matters should be followed instead of the general grievance procedure.

Step 1 – Supervisor Resolution

Before filing a formal grievance and within five (5) business days of the event or condition resulting in the employee's grievance, an employee must discuss the grievance with his/her supervisor who will make an inquiry into the facts and circumstances of the complaint.

A formal grievance must be in writing, must be signed and dated by the employee, and must include the following:

1. Statement of the grievance;
2. Information about the particular disagreement;
3. Information about attempts made to solve the grievance;
4. Information about the results of those attempts; and
5. The solution or remedy that the employee would view as acceptable.

The supervisor will make every effort to resolve the matter promptly and will render a written decision in the matter to the employee within five (5) business days of the presentation of the complaint. The supervisor's documentation must include the following:

1. Statement of the grievance from the employee;
2. Information about the particular disagreement with a supervisor's interpretation of the grievance item;
3. Information about attempts made to solve the grievance;
4. Information about the results of those attempts; and
5. The solution or remedy that would be acceptable to the employee.

The employee may then appeal a supervisor's decision to the senior level administrator of his/her division. If no appeal is made to the decision within five (5) business days, the decision of the supervisor will stand as final and all proceedings under the grievance procedure will be terminated. If the supervisor fails to deliver a decision to the employee within the required five (5) business day time period, then the employee should proceed with filing a grievance with the Senior Level Administrator in his/her division within five (5) business days as specified in Step 2.

If for some reason the employee reasonably believes he/she cannot initially discuss the grievance informally with his/her supervisor, the employee may submit the grievance to

Procedure

the senior level administrator of his/her division. However, this method should only be used in extenuating circumstances.

Step 2 – Senior Level Administrator Resolution

The same procedures as listed in Step 1 will be followed.

Step 3 – President Resolution

Within five (5) business days of the employee's receipt of the senior level administrator's decision or within ten (10) days if the senior level administrator fails to timely respond in accordance with Step 2, an employee who desires further review of his/her grievance may file a written notice of the grievance with the President. The written notice should include the same information as listed in Step 1 above. The President will review the grievance, make investigations, conduct informal hearings as deemed appropriate, and will inform the employee in writing of his/her decision within ten (10) business days after receipt of the written grievance. The decision of the President will stand as final.

All original documentation, records, and reports will be retained in the employee's personnel file. The records will be subject to review subject to the Personnel File policy located in the BCCC Policy & Procedure Manual.

References

Legal References: 1C SBCCC 200.94

SACSCOC References: *Enter SACSCOC references here*

Cross References: [Grievance Policy](#)

History

Senior Staff Review/Approval Dates: 11/6/13

Board of Trustees Review/Approval Dates: *Enter date(s) here*

Implementation Dates: *Enter date(s) here*