

## **Grievance**

### **Policy Statement**

In line with Bethlehem University's mission which expresses a fundamental concern for the dignity of all human beings, this policy seeks to develop a supportive workplace with policies and procedures that provide a clear statement of the University's expectations of its employees. The University recognizes that concerns, differences or problems involving employer-employee relations will arise from time to time. Therefore, it is in the best interest of both the University and the employee to resolve these matters as soon as possible and at the lowest possible level. In order that employees may be assured of fair consideration of their problem/s, a means of review and appeal, without prejudice, to higher levels of authority has been established.

### **Purpose**

The purpose of this Policy is to guide the University's approach to manage concerns or complaints which arise as workplace grievances.

### **Application**

This policy applies to all employees

### **Guidelines and Procedures**

#### **What is a Grievance?**

A Grievance means a complaint from an employee concerning treatment in a particular workplace that is inequitable or procedurally unfair; or a complaint that arises from perceived personal concerns relating to one or more work-related interpersonal relationships. If more than one employee raises the same or substantially similar grievance(s), then each grievant will be managed separately. Employee problems or concerns should be taken in the following manner.

- i. Before entering into the formal procedure the employee should first attempt to resolve the grievance informally by discussing it with his/her immediate supervisor. If the immediate supervisor is seen as the source of the grievance, the employee contacts the higher supervisor.
- ii. If the matter is not resolved to the employee's satisfaction, the employee may proceed to the formal grievance stage by presenting the case in writing to the higher supervisor, describing the desired outcome/resolution. The immediate supervisor or higher supervisor if appropriate, in consultation with his/her supervisor/s up to the level of the appropriate Vice President, will respond in writing to the employee within seven working days.
- iii. If the employee is not satisfied with the answer received, he/she may take the grievance to the third and final level of review. The employee must present his/her case in writing to the Office of Human Resources and Administrative Affairs within seven days from the time the answer was given by the immediate supervisor. He/she must attach all documents related to the case. The Office of Human Resources and Administrative Affairs will then take the case to the Administrative Council for study. The Council will study the case by reviewing all material related to the case. The Council will then make the appropriate recommendation and submit it to the Vice Chancellor within thirty working days of receiving the case.
- iv. The Vice Chancellor makes the final decision and submits a copy of the decision to the Administrative Council within twenty working days of receipt of the recommendation. The Council, in turn, submits a copy of the final decision to all parties concerned.
- v. The employee is obliged to continue to perform his/her job duties until the case is finally resolved.
- vi. In all cases, the employee has the right to object to the inspector from the Labors' office in accordance with the provisions of the Labor's Law.