Quick View of CWA Covered Support Staff Grievance Timeline and Process

Always refer to Policy for detailed information

For Inquiries Contact: Employee Relations at 856-6047

CWA (SS) Support Staff	**Grievant Filing Deadline**
	Excludes: Holidays and weekends
		Management Response Deadline
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			Notes of Importance
			• UHRS Employee Relations (ER) must be copied on all grievance filings & responses
			• With mutual agreement of the parties:
			  • Time limits identified in the four Levels may be extended
			  • Levels may be placed on hold
			  • Initial filing may be elevated to a higher Level

Grievance to Level I	**w/i 10 workdays** of event or knowledge thereof	**w/i 10 workdays** of the receipt date of Grievance	• A Grievance involving termination begins at Level II • Grievance is filed to the immediate supervisor in the unit in which the complaint arose • Department should meet with grievant upon request; such meeting must be scheduled **w/i 5 workday**s of receipt of grievance; management will respond in writing **w/i 10 workdays** of the meeting • Management is encouraged to consult w/ER before issuing response
Grievance to Level II	**w/i 5 workdays** of receipt of Level I Response	**w/i 10 workdays** of receipt of Grievance to Level II	• If no response; then the due date for filing to Level II is **w/i 15 workdays** of filing to Level I • The Grievance to Level II is filed to the Dean, Director, or Department Head • Department should meet with grievant upon request; such meeting must be scheduled **w/i 5 workdays** of receipt of grievance; management will respond in writing **w/i 10 workdays** of the meeting • Management is encouraged to consult w/ER before issuing response
Grievance to Level III	**w/i 5 workdays** of Level II response or its due date	**w/i 10 workdays** of receipt of Level III	• If no response; then the due date for filing to Level III is **w/i 15 workdays** of filing to Level II • Grievance is filed with ER. ER notifies department of Level III • **W/i 10 workdays** of the receipt of the Level III Grievance, ER schedules a hearing • ER conducts pre-hearing with management and then holds a hearing with grievant • ER issues a written response to management & the grievant. If the matter is not resolved; then ER shall advise the originating party of their rights to grieve to Level IV
Mediation (Optional)	**w/i 10 workdays** of Level III response	In a timely manner, no specific time frame	• If not settled at the conclusion of Level III then either Party may request mediation **w/i 10 workdays** of receipt of response • Time limits for filing to arbitration are held in abeyance until the mediation process is completed • Excludes cases involving termination
Grievance to Level IV Arbitration	**w/i 10 workdays** of receipt of the Level III response or date of the mediation session (if one is held)	**w/i 20 workdays** of filing, Arbitrator jointly selected Refer to Policy for specific details and information	Issues specifically excluded from Arbitration include: • Performance evaluations & disciplinary actions that do not include discharge or suspension
Level IV Report of Findings from Arbitrator			• Arbitrator's opinion is advisory in nature to the chancellor, vice president or president of the university, who accepts, rejects or modifies the recommendation • Stage IV concludes the problem/grievance procedure
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