

**E-3g(5) PROCEDURE Grievance Procedure**

**Section 5 - Informal Procedure**

All employees must use the following informal procedure in an attempt to solve the problem at the lowest level possible and if possible to prevent the problem from becoming a grievance.

- Step 1.** Within ten (10) days after the occurrence of the act or omission giving rise to the problem, the employee should contact their immediate supervisor and ask to meet to discuss the problem.
- a. The employee should make it clear to the immediate supervisor that the discussion is Step 1 of the informal procedure.
  - b. The employee must clearly state the College policy that is alleged to have been violated or inequitably applied.
  - c. Both the employee and the supervisor should seriously evaluate whether or not the problem really qualifies as a grievable occurrence. The evaluation should include consulting with a third party by both the employee and the supervisor.
  - d. Both the employee and the supervisor should recognize that in some circumstances the problem may be due to miscommunication, misunderstanding, personality conflict, etc. and that some form of conflict resolution may be more appropriate than a grievance procedure. In these situations, emotions can become a significant factor. Both parties should recognize that the involvement of a mutually agreed upon third party(ies) may enhance the resolution of the problem without it becoming a grievance. The College's employees assistance program currently Continuum Employee Assistance may be an excellent resource in this area.
  - e. Step 1 d should be done on a timely basis. Neither party should unreasonably delay the process. If Step 1 d is actively being considered, both parties should understand the need to possibly extend the time limit associated with moving to Step 2.

**Step 2.** A good faith effort by both parties should be made to resolve the problem using Step 1. If the problem is not resolved in Step 1, then within ten (10) days of the initial meeting in Step 1 a, the employee and the immediate supervisor should meet again to discuss the problem. If the employee still believes that there is a valid grievance, the employee should:

- a. clearly state that the meeting is for the presentation of a grievance.
- b. clearly state the contract provision or College policy that is alleged to have been violated or inequitably applied.
- c. clearly present the facts and circumstances constituting the grievance.