

University Grievance BU-PP 822

Policy:

Baylor University strives to provide fair and prompt consideration to employee grievances.

Topics:

Scope of Policy
Informal procedures
Formal procedures

Related policies:

[BU-PP 028 — Civil Rights](#)
[BU-PP 031 — Sexual Misconduct](#)
[BU-PP 804 — Performance Appraisal & Development](#)
[BU-PP 805 — Staff Observation Process](#)
[BU-PP 807 — Staff Disciplinary](#)
[BU-PP 833 — Staff Separation](#)

Additional information:

In the absence of a written contract of employment signed by the President or appropriate Vice President, employees are employed “at-will.” As employees at-will, termination of employment may occur by Baylor University or the employee at any time, with or without cause. A grievance filed under this process does not alter the at-will relationship.

Contact:

Human Resources 254.710.2000 or askHR@baylor.edu

Scope of Policy —

Complaints of regular staff may be considered provided that the nature of the complaint falls within the scope of this policy. Issues covered under the scope of this policy are as follows:

- Disciplinary Issues
- Demotions
- Reassignments
- Transfers
- Terminations

Informal procedures —

An employee wishing to file a grievance may do so by filing a written grievance no later than five working days after the incident occurs (unless just cause exists for failure to timely file) and submitting it to the immediate supervisor, department or division head, or Human Resources (HR) as appropriate.

Note: *The grievance should be submitted to the most immediate supervisor, unless that is the person about whom the claim is filed.*

A written grievance must be signed by the grievant and contain the following information:

- Grievant’s name, department, and position;
- Detailed outline of specific circumstances/issues leading to the claim; and
- Indication that the purpose of the letter is to contest a specific issue, circumstance, or
- The treatment deemed inconsistent with University policy.

The following informal procedures should be used to resolve a grievance:

- an employee should first discuss the grievance with the immediate supervisor or department head, as appropriate (see **Note** above)
- the person to whom the grievance is submitted should make a sincere effort to find a satisfactory solution to the problem, and may consult with HR before implementing any resolution.

Should the immediate supervisor or department head unsatisfactorily resolve the grievance, the grievant may request that the divisional vice president review it. In such cases, the following will occur:

- the grievant will submit the request in writing, along with appropriate documents, to HR within five working days after receiving the resolution proposed by the immediate supervisor or department head.
- HR will submit the request to the divisional vice president for review within five working days of receiving the written materials.
- the divisional vice president will review the grievance and take appropriate action to resolve the matter as soon as possible. The divisional vice president may consult with the grievant, supervisor, department head and/or HR for input to resolve the matter. Resolution should be discussed with the grievant and appropriate parties, including HR. Formal grievance procedures may be initiated by the divisional vice president or grievant, if an agreeable solution is not reached.

Formal procedures —

Should the informal procedures outlined above fail to satisfactorily resolve the grievance, the following formal appeals process will apply:

1. Within five working days after receiving a decision about the informal grievance (unless just cause exists for failure to timely file), the grievant will submit a signed, written memorandum to HR and such memorandum will include the grievance and any supporting materials, describe the reasonable and good faith efforts made by the grievant to resolve the matter informally and describe the remedy or relief sought by the grievant.
2. HR will review the grievance to determine that it is in proper form. HR will, typically within five working days of receipt of the claim, route the written memorandum and any supporting materials to the Associate Vice President for HR.
3. The Associate Vice President for HR will review the grievance and handle as deemed appropriate, which may include consultation with the grievant, the person against whom the grievance is made, HR, the Office of General Counsel, and any other Vice President with an interest in the grievance. A written response will be provided to the claimant within a reasonable time period.
4. The decision of the Associate Vice President for HR will be final unless the President reviews the case.
5. The President may, in absolute discretion, review a case at the request of either the Associate Vice President for HR or the grievant. The President's decision to review the case and either sustain or deny the grievance, or to not review the case, should be communicated to the Associate Vice President for HR and the grievant within a reasonable time period. The President's decision is final.

Note: *If the grievance is against either the Associate Vice President for HR or the President, the President will determine the appropriate handling of the grievance.*