

Pacific Union College

Problem Solving Procedure (Grievance Procedure)

Misunderstandings are always going to occur in the workplace; differences in personality and viewpoint, communication problems, and work pressure are only a few of them. Here at the College, we encourage all mix-ups to be handled at the department level, the College business manager can assist if needed.

The College has established a procedure that allows employees an opportunity to voice any concerns that they might have such as identifying and resolving differences concerning wages, hours, or working conditions. This procedure was created by choice, in order to have an effective means of communication. Still, this does not mean that the College intends to create or grant any procedural rights to employees.

This procedure does not cover terminations. It is re-emphasized that employment is ant the mutual consent of the employee and the College. Accordingly, either the employee or the College can terminate the relationship at will, with or without notice at any time.

Employees are encouraged to use the Problem Solving Procedure and will not, under any circumstances, be penalized for doing so. Information concerning an employee's problem is always kept confidential.

The following steps should be used by employees:

1. Employees should raise any problems first with their employer. If the problem is not resolved, the employee should verbally consult with his/her department head.
2. If the problem remains unsolved, an employee may file a written complaint within 10 working days with the Human Resources. The Human Resources Director may review the problem and provide the employee with a response. Unless it is determined that additional time is required, the response should come within 7 working days.
3. If the employee is still dissatisfied after a response is received, the Human Resources Director, (HRD), may be requested to submit the problem to the Grievance Committee for review. The written complaint and the response to the Committee should occur within three working days of the employee's request. The Committee will then decide what actions are to be taken, if any are necessary, to resolve the problem. The decision shall be final and will be communicated in writing to the employee and the department head.
4. Final decisions on problems will not be precedent setting or binding on future problems unless they are officially stated as College policy. When appropriate, the decisions will be retroactive to the date of the employee's original complaint.
5. Information concerning an employee problem is to be held in strict confidence. Those investigating the problem will follow strict rules of confidentiality, only discussing the matter with those directly involved or with those who may supply necessary information.
6. Time spent by employees in problem solving discussions with management, will be considered normal working hours.