



S O W E L A
TECHNICAL COMMUNITY COLLEGE
www.sowela.edu

TITLE: EMPLOYEE GRIEVANCE

EFFECTIVE DATE: July 1, 2003

LAST REVISION: June 8, 2009

Policy No. 6.017.1

Policy Statement

Sowela Technical Community College adopts the following policy from Louisiana Community and Technical College System.

It is the policy of the Louisiana Community and Technical College System (LCTCS) and Sowela Technical Community College (Sowela) to develop and maintain a satisfied and efficient work force. An employee who is seeking a solution concerning disagreements arising from working relationships, working conditions, employment practices, or differences in interpretation of policy is encouraged to discuss the matter with the immediate supervisor before filing a grievance. Most concerns can be resolved informally without the need for a formal grievance. **Performance evaluations are not grievable under this formal grievance policy.** Sowela believes that employee grievances should be resolved at the lowest possible administrative level and an employee must exhaust all administrative procedures at Sowela before an appeal can be made to the Chancellor. Only those grievances that are related to the Chancellor or that the Chancellor cannot resolve shall be sent to the system President. When an employee feels he/she has been treated unjustly, the employee has the right to utilize the grievance policy without fear of retaliation, discrimination, or reprisal because of the action. The decision to utilize the grievance policy shall be the employee's decision. It is understood that a grievance will be kept confidential except to the extent necessary to investigate and resolve the grievance. All grievances should be presented within thirty days from the date the grievant became aware of the cause of such grievance and should be processed as rapidly as possible.

Grievance Procedure

There are 5 basic steps to processing a grievance.

1. Filing complaint with your immediate Supervisor

When an employee feels that a condition of employment or application of a policy is unjust or inequitable, he/she shall present the grievance to his/her immediate supervisor, who should attempt to solve the problem. The supervisor is responsible for handling the complaint and striving to arrive at a prompt, equitable solution. The immediate supervisor

should render a decision to the employee concerning the complaint as soon possible, and must render an oral decision within seven calendar days. Under extraordinary circumstances where it is inappropriate for the grievant to present his/her grievance to the immediate supervisor, the grievant may skip this step.

2. File a complaint with the Unit Head.

Occasionally, an employee's complaint involves his/her supervisor or the employee does not feel the matter has been resolved by the immediate supervisor. If this is the case, the employee can present the grievance to the next level supervisor.

3. File a formal complaint with the Director of Human Resources.

After an attempt has been made to address the concerns with both the supervisor and the unit head, employees may seek the assistance of the Director of Human Resources. During this step, employees must put all concerns in writing and submit it to the Director of Human Resources. The Director of Human Resources shall review all claims, speak with all persons involved and work to resolve the matter. This step is formal and will require employees to state concerns and the names of all parties involved in writing.

4. File a formal grievance with the Chancellor's office.

If an employee has taken steps 1, 2 and 3 above and still feels the matter has not been resolved, the employee should feel free to file a formal grievance with the Chancellor's office. All grievance documents for classified and unclassified employees may be obtained on the college's website at www.sowela.edu under Human Resources link.

5. Appeal to LCTCS President.

In the event that the complaint is appealed beyond the Chancellor level, the LCTCS President will respond to the appeal through a procedure established by the system President.

NOTE: Under certain circumstances, Civil Service classified employees should use the Civil Service procedure for appeals and hearings rather than the LCTCS system grievance policy. Examples of the types of actions over which the Civil Service Commission assumes responsibility are disciplinary actions which impact pay, such as:

- Removal of a permanent employee for cause
- Suspension with or without pay as a disciplinary action
- Reduction in pay
- Prohibited political activity
- Classification and Pay

Upon completion of the grievance process, all records are maintained by Human Resources for a period of three (3) years. Sowela is responsible for establishing operating procedures for assuring compliance with its grievance policy, and to have these procedures approved by legal counsel, the Chancellor and on file with the system office. When an employee feels he/she is being discriminated against because of race, color, sex, ethnic origin, religion, age, veteran

status, or disability and is not able to discuss this issue with his/her supervisor, the employee should refer to the colleges policy on Harassment #6.001.1. Only those grievances that are not eligible for appeal to the Director of Civil Service or the Civil Service Commission shall be processed through the college's grievance policy.

Source of Policy: HR
Related Policy: LCTCS

Approved by: _____
Chancellor

Responsible Administrator: Human Resources
LCTCS Policy Reference: 6.015
LCTCS Guideline Reference: BESE/DOE
Date: _____