

**ARTICLE II: EMPLOYMENT PRACTICES**  
**Section 5. Grievance Procedures**

**Policy 5.1: Civil Service Grievance Procedures**  
**Issued: April 1, 2001**

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All Civil Service employees have a legitimate right to initiate grievance procedures. According to the Board of Governors regulation, "An employee may file a grievance when a dispute arises concerning the interpretation or application of Board of Governors Policies, Board Regulations, and/or rules and procedures established by the employer representative." Civil Service employees included in a collective bargaining unit must use the grievance process established by the appropriate collective bargaining agreement.

NOTE: Chicago State University is an Equal Opportunity/Affirmative Action employer. If an employee has a grievance which involves alleged discrimination on the basis of age, color, disability, national origin, race, religion, gender, sexual orientation, or veteran's status she/he should contact the Equal Opportunity/Affirmative Action Officer. Copies of NEIU's discrimination grievance procedure are available in Room CBL-218.

The following is Chicago State University's Civil Service Procedure for nonnegotiated personnel:

1. Informal: Within 10 working days of the action, or of the date on which the employee knew or reasonably should have known of the action, the employee shall discuss the problem with her/his supervisor.
  - a. Step 1: If the problem is not resolved informally, the grievance must be reduced to writing on a grievance form and submitted to the supervisor's immediate superior within 10 working days after the meeting with the supervisor. All three parties (grievant, supervisor, and supervisor's immediate superior) will meet to discuss and attempt to resolve the grievance within 10 working days after receipt of the written grievance. A report of action taken shall be sent to the Director of Personnel.
  - b. Step 2: If the grievance is not satisfactorily resolved at Step One, and the appropriate Vice President was not a participant in Step One, the employee may submit the grievance to the appropriate Vice President within 10 working days of the Step One meeting. The Vice President will provide the grievant a written response within 10 working days of receipt of the grievance and copy the Personnel Director for the record. Employees who report directly to a Vice President with no intermediary supervisor may proceed from the informal stage to Step 3 by submitting a completed grievance form as her/his written appeal.

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- c. If the grievant is not satisfied with the decision of the Vice President, the employee may submit an appeal in writing to the Director of Personnel within 10 working days after receipt of the Vice President's response for submission to the Civil Service Grievance Committee. The Director of Personnel will advise the grievant of procedures to follow in preparing for the hearing.

The grievance committee shall be convened within 10 working days after receiving the request for a hearing.

The Civil Service Grievance Committee shall be composed of five (5) members who are not members of a unit covered under a collective agreement, with the exception of the Civil Service Council Chairperson who is an ex-officio member regardless of negotiated status, as follows:

One Civil Service non-exempt employee, one Civil Service exempt employee, one person selected by grievant, one person selected by respondent, and the Civil Service Council Chair. Should any of the standing committee members have a conflict of interest, e.g., a member of the same department as the grievant and/or respondent, she/he shall disqualify herself/himself for this particular grievance. The Chair will be empowered to appoint temporary members as necessary to assure full membership.

- (i) The Civil Service Council Chair, who shall chair the Grievance Committee and vote only in case of a tie; and two (2) members elected by the nonnegotiated Civil Service personnel for a period of 2 years are the three individuals who form a standing committee.
- (ii) The two individuals selected by grievant and respondent are to serve on the Committee for the particular grievance only.
- (iii) The Director of Personnel shall be a non-voting member.
- (iv) If a grievance, whether informal or formal, is directed against the Director of Personnel, the functions assigned to the Director of Personnel shall be transferred to the designee

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selected by the Vice President of Administrative Affairs.

Minutes of the proceedings will be provided by the Director of Personnel.

After completion of the hearing the grievance committee shall make a recommendation, which the Chair or designee shall prepare in writing and submit to the President, together with all supporting documentation, within 10 working days of the completion of the hearing. Copies of the recommendation shall be submitted to the Director of Personnel, the grievant, and the respondent.

The President of the University shall include in her/his review of the grievance the recommendation of the committee, the minutes of the proceedings, and any exhibits submitted by the grievant and respondent at the hearing. The President shall render her/his decision within 10 working days of the receipt of the committee's recommendation. Copies of the decision shall be submitted to the grievant, respondent, and to the Director of Personnel. The decision of the President is final and binding.

Any of the above time provisions may be extended by mutual agreement of the parties.

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Chicago State UNIVERSITY  
Civil Service Grievance Form  
(Nonnegotiated)

DATE \_\_\_\_\_ DEPARTMENT \_\_\_\_\_

NAME \_\_\_\_\_ NAME OF SUPERVISOR \_\_\_\_\_

CLASSIFICATION \_\_\_\_\_

Date, Time, Place of Occurrence \_\_\_\_\_

DESCRIPTION OF GRIEVANCE: (Describe all facts of the situation. Use reverse side if necessary.)

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Give specific Board of Governors Policies, Board Regulations and/or university rules and procedures, or article of collective bargaining agreement, if applicable, believed to have been improperly applied or misinterpreted:

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Specific corrective action desired:

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EMPLOYEE SIGNATURE \_\_\_\_\_

DATE RECEIVED BY RESPONDENT \_\_\_\_\_

DATE OF STEP 1 MEETING \_\_\_\_\_