

**UNIVERSITY OF HOUSTON SYSTEM
ADMINISTRATIVE MEMORANDUM**

SECTION: Human Resources

NUMBER: 02.A.05

AREA: General

SUBJECT: Employee Relations, Grievance, and Appeal

1. **PURPOSE**

The University of Houston System has a formal commitment to the establishment and maintenance of a constructive problem-solving mechanism for the resolution of employee grievances. The purpose of this policy is to provide a means whereby any employee who feels that he or she has been subjected to unfair, discriminatory, or abusive treatment may be assured of a prompt, orderly, and fair response to his or her grievance or appeal.

2. **POLICY**

2.1. System policy requires that all employees be treated fairly and consistently in all matters related to their employment. System employees have the right to express a grievance through informal and formal avenues.

2.2. Wherever possible, employees are encouraged to pursue the resolution of job-related concerns through informal processes developed for and maintained by each component university. In the event that a grievance cannot be resolved through informal channels, formal component university-specific procedures may be activated. Promptness in resolving job-related concerns is a necessary condition of equity. Each individual is encouraged to become familiar with his or her responsibilities and rights as an employee. Questions concerning each component's staff grievance and appeals procedure should be addressed to the departmental supervisor or the component university's Human Resources Department

2.3. It is the policy of the System to provide both informal and formal avenues of resolution for employee job-related issues, or for any perceived violation of System policies and procedures, and state or federal employment laws. Intimidation, harassment, coercion or reprisal against any employee for good-faith presentation of a grievance is prohibited.

2.4. This grievance policy has been established in the interest of due process. It is a means to ensure employees have a method of redress in those instances where they feel they have been treated unfairly. Grievances may include, but are not necessarily limited to, dismissal, involuntary transfer, and demotion. Assignment of duties, determination of work hours and other management responsibilities are reserved as management rights and are not subject to grievance.

2.5. Each component university will develop and maintain policies and procedures that provide for the following:

- Coverage of the policy and procedures;
- Informal grievance resolution;
- Formal grievance resolution;
- Prompt resolution at each stage;
- Impartial review of employee concerns;
- Documentation of both informal and formal processes;
- Clear communication of employee concerns and relief sought;
- Instructions for conducting formal hearings;
- Clear communication of final decisions;
- Prohibition against retaliation for good faith;
- Participation in the grievance process; and
- Reasonable confidentiality.

3. POLICY COMMUNICATION

3.1. Each component university's grievance and appeals policy and procedures shall be communicated to every new employee during employee orientation. Each new employee will be furnished information regarding the location of the component university's policy on the component university's web site. Each departmental supervisor is responsible for establishing a mutual understanding with his or her employees of the need to resolve problems objectively with freedom from fear of retaliatory consequences or reprisals.

4. REVIEW AND RESPONSIBILITY

Responsible Party: Assistant Vice Chancellor for Human Resources

Review: Every three years on or before August 31

5. APPROVAL

Approved: John Rudley
Vice Chancellor for Administration and Finance

Jay Gogue
Chancellor

Date: October 24, 2003

6. INDEXING TERMS

Appeals Procedure
Employee Relations
Grievance Procedure