

# UW Colleges Constitution

## Chapter 9 - Procedures for Academic Staff Grievances and Complaints

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Revised by the SSC (2014-12-11) 2015-07-01

### 9.00 Definition of a Grievance

A grievance is an academic staff member's written allegation of unfair treatment or dissatisfaction with aspects of that person's working conditions within the institution that are outside the person's control. All grievances shall be handled as follows.

### 9.01 Initial Action

The academic staff member (hereafter known as the grievant) shall initiate the process by submitting in writing any grievance for discussion with the supervisor(s) within twenty working days from the date when the grievant knew of or should have known of the problem. The supervisor shall discuss the grievance with the grievant within five working days from receipt of the grievance and then provide the grievant with a written decision on the grievance within five working days of the discussion. This and all subsequent correspondence regarding the grievance shall be sent by registered mail so that receipt may be documented.

#### A. Appeal of the Initial Decision

If the grievant is dissatisfied with the decision of the supervisor, the grievant may appeal, in writing, to the campus dean within five working days of receiving the initial written decision. The dean shall discuss the grievance with the grievant within five working days of receipt of the grievance and then provide the grievant with a written decision on the grievance within five working days of the discussion.

#### B. Appeal to the Vice Chancellor

If the grievant is dissatisfied with the decision of the campus dean, the grievant may appeal the decision, in writing, to the UW Colleges' Vice Chancellor for Academic Affairs within five working days following receipt of the campus dean's written decision. The vice chancellor shall discuss the grievance with the grievant within five working days of receipt of the appeal, and shall attempt to mediate a solution satisfactory to the grievant, or, if that fails, shall refer the grievance to the Senate Grievance Committee within five working days of the discussion.

#### C. Appeals to the Senate Academic Staff Grievance Committee

The Senate Academic Staff Appeals and Grievance Committee (see Ch. 2.03(g) for committee composition) shall examine the written grievance and conduct appropriate investigations. The committee shall, within ten working days of receipt of the grievance, make a written recommendation to the chancellor and send copies to the grievant, the vice chancellor, the dean, and the supervisor.

### 9.02 Decision of the Chancellor

Within five working days of receipt of the grievance committee's recommendation, the chancellor shall make a determination and communicate this judgment in writing to the grievant, the vice chancellor, the dean and the supervisor.

### **9.03 Definition of a Complaint**

A complaint is a written allegation, by persons other than the academic staff member's supervisor(s), including administrators, students, other academic staff, faculty, university staff, or members of the public concerning conduct by an academic staff member which violates UW Colleges or UW System rules or policies, or which adversely affects the staff member's performance or obligation to the University but which allegations are not serious enough to warrant dismissal proceedings under ASPP 6.

The complaint shall contain a clear and concise written statement of the incident or violation by indicating the issue involved, the relief sought, the date the incident or violation took place, the reasons the complainant believed the alleged incident violates UW Colleges or UW System rules or policies or might adversely affect the staff member's performance or obligation to the University, and the complainant's signature.

### **9.04 Procedures**

#### **A. Procedures - Written Statement of Complaint**

The complainant shall present the written statement to the academic staff member's supervisor(s). All such complaints should be presented within ten working days after the complainant knew of or should have known of the cause for complaint. Within five working days of the receipt of the written complaint, the supervisor shall schedule a meeting with the academic staff member to discuss the complaint. The supervisor shall then return a written statement to the complainant and academic staff member reporting on that meeting and listing the actions, if any, that will be taken to remedy the situation.

#### **B. Procedures - Review of Complaint**

If the supervisor's response is not satisfactory, the complaint may be appealed to the dean by either party. If the dean or a central officer is the supervisor, the complaint may be appealed to the Chancellor. After discussing the complaint with the academic staff member's supervisor(s), the dean may attempt to resolve the complaint. If that effort is unsuccessful, the dean shall appoint a hearing body, comprised of a majority of academic staff, to review the complaint. The complainant and academic staff member shall be notified of the date of the hearing at least five working days in advance. Both the complainant and the academic staff member shall be allowed to bring additional persons to the meeting to support their positions. The hearing body shall attempt to resolve the complaint and shall inform the chancellor in writing of its recommendations on the matter. After the hearing, the chancellor's decision shall be the final determination, and a copy of the decision shall be sent to all parties concerned.

#### **C. Procedures - Personnel File**

The formal complaint together with all pertinent recorded responses may be made part of the academic staff member's personnel file.