

**Quick View of CWA Covered Support Staff  
Grievance Timeline and Process**

**Always refer to Policy for detailed information  
For Inquiries Contact: Employee Relations at 856-6047**

<b>CWA (SS) Support Staff</b>	<b>Grievant Filing Deadline</b> Excludes: Holidays and weekends	<b>Management Response Deadline</b> Excludes: Holidays and weekends	<b>Notes of Importance</b> <ul style="list-style-type: none"> <li>• UHRS Employee Relations (ER) must be copied on all grievance filings &amp; responses</li> <li>• With mutual agreement of the parties: <ul style="list-style-type: none"> <li>• Time limits identified in the four Levels may be extended</li> <li>• Levels may be placed on hold</li> <li>• Initial filing may be elevated to a higher Level</li> </ul> </li> </ul>
<b>Grievance to Level I</b>	<b>w/i 10 workdays</b> of event or knowledge thereof	<b>w/i 10 workdays</b> of the receipt date of Grievance	<ul style="list-style-type: none"> <li>• A Grievance involving termination begins at Level II</li> <li>• Grievance is filed to the immediate supervisor in the unit in which the complaint arose</li> <li>• Department should meet with grievant upon request; such meeting must be scheduled <b>w/i 5 workdays</b> of receipt of grievance; management will respond in writing <b>w/i 10 workdays</b> of the meeting</li> <li>• Management is encouraged to consult w/ER before issuing response</li> </ul>
<b>Grievance to Level II</b>	<b>w/i 5 workdays</b> of receipt of Level I Response	<b>w/i 10 workdays</b> of receipt of Grievance to Level II	<ul style="list-style-type: none"> <li>• If no response; then the due date for filing to Level II is <b>w/i 15 workdays</b> of filing to Level I</li> <li>• The Grievance to Level II is filed to the Dean, Director, or Department Head</li> <li>• Department should meet with grievant upon request; such meeting must be scheduled <b>w/i 5 workdays</b> of receipt of grievance; management will respond in writing <b>w/i 10 workdays</b> of the meeting</li> <li>• Management is encouraged to consult w/ER before issuing response</li> </ul>
<b>Grievance to Level III</b>	<b>w/i 5 workdays</b> of Level II response or its due date	<b>w/i 10 workdays</b> of receipt of Level III	<ul style="list-style-type: none"> <li>• If no response; then the due date for filing to Level III is <b>w/i 15 workdays</b> of filing to Level II</li> <li>• Grievance is filed with ER. ER notifies department of Level III</li> <li>• <b>W/i 10 workdays</b> of the receipt of the Level III Grievance, ER schedules a hearing</li> <li>• ER conducts pre-hearing with management and then holds a hearing with grievant</li> <li>• ER issues a written response to management &amp; the grievant. If the matter is not resolved; then ER shall advise the originating party of their rights to grieve to Level IV</li> </ul>
<b>Mediation (Optional)</b>	<b>w/i 10 workdays</b> of Level III response	In a timely manner, no specific time frame	<ul style="list-style-type: none"> <li>• If not settled at the conclusion of Level III then either Party may request mediation <b>w/i 10 workdays</b> of receipt of response</li> <li>• Time limits for filing to arbitration are held in abeyance until the mediation process is completed</li> <li>• Excludes cases involving termination</li> </ul>
<b>Grievance to Level IV Arbitration</b>	<b>w/i 10 workdays</b> of receipt of the Level III response or date of the mediation session (if one is held)	<b>w/i 20 workdays</b> of filing, Arbitrator jointly selected  Refer to Policy for specific details and information	<p>Issues specifically excluded from Arbitration include:</p> <ul style="list-style-type: none"> <li>• Performance evaluations &amp; disciplinary actions that do not include discharge or suspension</li> </ul>
<b>Level IV Report of Findings from Arbitrator</b>			<ul style="list-style-type: none"> <li>• Arbitrator's opinion is advisory in nature to the chancellor, vice president or president of the university, who accepts, rejects or modifies the recommendation</li> <li>• Stage IV concludes the problem/grievance procedure</li> </ul>