1. **Policy Purpose Statement**

It is the policy of Kennesaw State University (KSU) to resolve disputes fairly and at the lowest possible level. This policy reinforces the institution’s commitment to provide a safe and amicable workplace for all employees.

2. **Background**

Conflicts and problems will naturally occur in organizations and between individuals due to differences in goals, work styles, or communication. When these conflicts or disagreements occur, employees should first attempt to resolve them through discussion with their supervisor. This policy is to provide an avenue for the resolution of conflicts.

3. **Scope (Who is Affected)**

This policy applies to all regular staff who work at least 20 hours per week and who have completed their 6-month provisional employment period.

4. **Exclusions or Exceptions**

This policy does not cover temporary employees, faculty, students, or contractors.

5. **Definitions and Acronyms**

   **Board of Review**: A designated employee group assigned to consider a grievance filed by an employee, review the action taken, and provide a recommendation to the President of the institution.

   **Grievance**: A formal claim by an employee who believes they wrongfully received one or more of the adverse employment actions listed below.

   **Grievant**: An employee who has received an applicable adverse employment action which they believe to be in violation of policy.

   **Regular Staff**: Individuals employed on a continuous basis and whose duration of employment may also be defined by term and/or restricted funding source(s). Regular Staff employees may be
full-time or part-time. Those with a work commitment of half-time (0.5 FTE) or greater are partial or full benefits eligible and those who work less than 20 hours per week are non-benefits eligible.

6. Policy

An employee who believes that they have been negatively impacted by an applicable adverse employment action may submit a grievance claim. The claim must establish that the employee has been harmed by an action that violates the policies of either KSU or the Board of Regents of the University System of Georgia (USG).

Circumstances under which a grievance may be filed:
- Employee suspension
- Employee dismissal/termination (unless during the 6-month provisional period)
- Employee demotion or salary reduction

A grievance will not be available to dispute:
- Promotional decisions
- Normal supervisory counseling
- Performance evaluations
- Hiring decisions
- Compensation appeals
- Challenges to pay grade or salary decisions
- Challenges to transfers or reassignments
- Termination or layoff due to reduction in force or lack of work
- Investigations or decisions reached under KSU’s Sexual Misconduct Policy and Non-Discrimination Policy
- Teleworking or Alternative Work Schedule
- Organization of a department or allocation of its resources
- Termination of grant funding

7. Associated Policies/Regulations

USG Human Resources Administrative Practices Manual, Employee Relations: Grievance

8. Procedures Associated with this Policy

A grievance must be in writing. An employee may file a grievance by completing the staff Grievance Request Form and submitting it to their Human Resources (HR) Business Partner. The grievance must include the specific policy or procedure that they feel has been violated. Grievances must be filed within ten (10) business days following the negative action. Grievance requests filed after ten (10) business days may not be reviewed. The HR Business Partner will work with HR Leadership to evaluate the grievance and will provide a written response to the employee within ten (10) business days of receipt of the grievance.

If the employee is not satisfied with the response from Human Resources, the employee may submit a written appeal to the Office of the President within ten (10) business days of the HR decision. The request must include:
- The nature of the grievance appeal,
- Detailed information including the policy/practice/procedure that was allegedly violated,
• The remedy or outcome desired,
• A copy of the grievance form originally submitted to Human Resources, and
• A copy of HR’s determination letter.

The President shall, within ten (10) business days of receipt of the grievance, direct the Chief Human Resources Officer to appoint a Board of Review to hear the grievance. The Board of Review will conduct a hearing, which will include allowing both sides an opportunity to present their case, interview witnesses, and present evidence. At the end of the hearing, the Board of Review will deliberate and draft a recommendation to provide to the President. The President shall rule on the matter and will respond in writing to the Grievant within ten (10) business days following the Board of Review hearing.

An employee who continues to be aggrieved may file an application for discretionary review with the Board of Regents of the University System of Georgia pursuant to Board of Regents Policy Manual, Section 6.2.6, Application for Discretionary Review. A review request to the Board of Regents Office must be filed in writing within twenty (20) calendar days following the decision by the President of Kennesaw State University.

9. Forms Associated with this Policy

Grievance Request Form

10. Violations

Violations of not following this policy may result in the grievance being denied.

11. Review Schedule

This policy is reviewed annually by the Chief Human Resources Officer or designee.