3-02/150.10 - Informal Procedure

Most problems or complaints can be settled if the employee will promptly, informally, and amicably discuss them with his immediate supervisor. This desired initial discussion, a part of day-to-day supervision, should ideally precede any use of the formal grievance procedure.

Within ten business days from the occurrence of the matter on which a complaint is based, or within ten business days from his knowledge of such occurrence, an employee may either discuss the complaint with his immediate supervisor or file a formal grievance.

In those situations where the nature of the problem involves the immediate supervisor, the employee may discuss the problem informally with the next level supervisor, although he should generally advise the immediate supervisor of his intention.

If the immediate supervisor either fails to reply within three business days or gives an answer which the employee feels is not satisfactory, the employee may informally discuss the grievance with his second level supervisor or proceed with the formal grievance procedure within five business days.

If the employee decides to proceed informally to the second level supervisor, he may do so. If the second level supervisor either fails to reply to the employee within three business days or gives an answer which the employee feels is unsatisfactory, the employee may then initiate the formal grievance procedure at the first level of supervision.