

Policy Title: Staff and Student Employee Grievances

Policy Number: BU-PP 822

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Responsible Executive: Vice President & Chief Human Resources Officer

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Responsible Office: Human Resources

Staff and Student Employee Grievances BU-PP 822

Policy Statement

Baylor University (the “University”) strives to promote an environment of open communication, feedback, and discussion. The University recognizes that there are times when the need arises for employees to raise a complaint, problem, issue, or concern (grievance) relating to their work or work environment. The University is committed to dealing with all grievances efficiently, without bias, and in a timely manner in accordance with the University’s Christian values.

Reason for the Policy

The Staff and Student Employee Grievances Policy provides a framework to raise workplace concerns formally and ensures those concerns receive a prompt, fair, and unbiased review.

Individuals/Entities Affected by this Policy

All Staff and Student Employees

Exclusions

All Students enrolled and not employed through the University.

Faculty should refer to the [Faculty Grievances Policy \(BU-PP 712\)](#).

Where this Policy is in conflict with another Policy, which is specific to the subject matter of a particular Complaint, e.g., the Civil Rights Policy, the other more specific Policy controls.

Related Documents and Forms

University Policies and Documents

[Baylor Civil Rights Policy and Procedures](#)
[Sexual Conduct Policy](#)
[Staff Performance Appraisal and Planning Process](#)
[Staff Disciplinary Actions](#)
[Staff Separation Policy](#)
[Faculty Grievances](#)
[Whistleblower Policy](#)

Contacts

Subject	Contact	Telephone	Office email/web site
Policy Questions	Human Resources	254-710-2000	https://www.baylor.edu/hr/askHR@baylor.edu

Principles

A grievance is defined as an unresolved issue concerning the application of University policy, practice, or procedure. Grievances of employees may be considered provided that the nature of the complaint falls within the scope of this policy. Issues covered under the scope of this policy are as follows:

- Disciplinary Issues
- Demotions
- Reassignments that are adverse
- Transfers that are adverse
- Involuntary Terminations

In the absence of a written contract of employment signed by the President or appropriate Vice President, employees are employed “at-will”. As employees at-will, termination of employment may occur by Baylor University or the employee at any time, with or without cause. A grievance filed under this process does not alter the at-will relationship.

All employees must be able to seek resolution of a grievance free from fear of retaliation in accordance with the University’s [Whistleblower Policy](#). Any such actions of retaliation may be subject to disciplinary action, up to and including termination. Any staff member or student employee subjected to retaliation as a result of utilizing the grievance procedure should contact Human Resources.

Making false statements to or otherwise misleading University representatives or outside parties may be grounds for disciplinary action up to and including termination.

This policy is subject to change in the sole discretion of the University, with or without notice. Nothing in this Policy is contractual, either expressly or impliedly.

Informal Procedures

When appropriate, it is strongly encouraged that staff member or student employee concerns first be discussed with the employee's immediate supervisor. Many concerns can be resolved informally when an employee and supervisor take time to review the concern and discuss options to address the issue.

Formal Procedures

I. Written Grievance to Supervisor

If the employee is not satisfied with the results of the informal discussion with their immediate supervisor, the employee may submit a written grievance no later than five working days after the incident occurs (unless just cause exists for failure to timely submit) to the immediate supervisor. Just cause is determined by Baylor Human Resources in Baylor's sole discretion.

Note: The grievance should be submitted to the most immediate supervisor, unless that is the person about whom the claim is filed. In this case, the grievance should be submitted to the next level supervisor.

A written grievance must be signed by the grievant and contain the following information:

- Grievant's name, department, and position;
- Detailed outline of specific circumstances/issues leading to the claim;
- Indication that the purpose of the letter is to contest a specific issue, circumstance, or treatment deemed inconsistent with University policy; and
- Remedy or outcome desired.

The person to whom the grievance is submitted should make a sincere effort to find a satisfactory solution to the problem. If assistance is needed with preparing to discuss the grievance with the leader or if there are concerns to be discussed with someone other than the leader, contact Human Resources.

II. Written Grievance to Division Head

If the employee is not satisfied with the immediate supervisor's decision, the grievant may request that the department head review it. In such cases, the following will occur:

- The grievant will submit the request in writing, along with appropriate documents, to HR within five working days after receiving the resolution proposed by the

immediate supervisor (unless just cause exists for failure to timely file). Just cause is determined by Baylor Human Resources in Baylor's sole discretion.

- HR will submit the request to the department head for review within five working days of receiving the written materials.
- The department head will review the grievance and take appropriate action to resolve the matter as soon as possible. The department head may consult with the grievant, supervisor, and/or HR for input to resolve the matter. Resolution should be discussed with the grievant and appropriate parties, including HR.

III. Written Grievance to Vice President (designee)

If the employee is not satisfied with the immediate supervisor's decision or the department head's decision, the grievant may request that the divisional Vice President or their designee review it. In such cases, the following will occur:

- The grievant will submit the request in writing, along with appropriate documents, to HR within five working days after receiving the resolution proposed by the immediate supervisor or department head (unless just cause exists for failure to timely file). Just cause is determined by Baylor Human Resources in Baylor's sole discretion.
- HR will submit the request to the divisional Vice President or designee for review within five working days of receiving the written materials.
- The divisional Vice President or designee will review the grievance and take appropriate action to resolve the matter as soon as possible. The divisional Vice President or designee may consult with the grievant, supervisor, department head, and/or HR for input to resolve the matter. Resolution should be discussed with the grievant and appropriate parties, including HR. Formal grievance procedures may be initiated by the divisional Vice President or grievant, if an agreeable solution is not reached.

IV. Written Grievance to Human Resources (HR)

Should the procedures outlined above fail to resolve the grievance to the complainant's satisfaction, the following formal appeals process will apply:

1. Within five working days after receiving a decision of the Vice President (designee) on the original grievance (unless just cause exists for failure to timely file), the grievant will submit a signed, written or electronic, grievance to HR and such grievance will include:
 - a. An explanation of the grievance and details of all previous efforts to resolve the issue
 - b. Any supporting materials
 - c. Remedy or outcome desired

2. HR will review the grievance to determine that it is in proper form. HR will, typically within five working days of receipt of the claim, route the written grievance and any supporting materials to the Chief Human Resources Officer (“CHRO”) or their designee.
3. The CHRO (or designee) will review the grievance and handle as deemed appropriate, which may include consultation with the grievant, the person against whom the grievance is made, HR, the Office of General Counsel, and any other Vice President with an interest in the grievance. A written response will be provided to the grievant within a reasonable time period.
4. The decision of the CHRO (or designee) will be final.

Note: If the grievance is against either the CHRO, their designee, or the President, the President will determine the appropriate handling of the grievance. In some cases, an independent party may be appropriate in handling the grievance.