HUMAN RESOURCE SERVICES
EMPLOYEE RELATIONS

INTERNAL PROCEDURES FOR COMPLAINTS/GRIEVANCES
(Note: The University of Florida has jurisdiction over Title IX complaints.)

Types of grievances/complaints:
- USPS complaints (Regulation 3.058)
- TEAMS grievances (Regulation 3.051)
- EEOC complaints (Regulation 1.006)
- Hotline complaints
- Faculty in unit grievances (Article 31 of collective bargaining agreement)
- Faculty out of unit including post docs (Regulations 7.041 & 7.042)
- Walk ins and general complaints

*****see attached table for timelines

Processing

- USPS & TEAMS (see attached table for formal steps)
  - Employee submits form to ER Manager/satellite shop/front desk
  - Copy of form is sent to ER for logging/tracking
  - ER Manager is responsible for reviewing grievance/complaints arising from their area unless Director assigns otherwise
  - ER Manager is responsible for contacting appropriate DDD

- EEOC & SH

Title IX cases use the preponderance of the evidence standard of review.
  - Complaints come in through formal complaint process using forms or verbal reports to ER staff
  - Director is notified and makes decision if investigation needs to take place
    - If the alleged victim does not wish to pursue the matter an investigation of allegations may be needed if circumstances warrant a formal investigation despite the alleged victim’s preferences.
  - If investigation is to be conducted, Director assigns to Manager of Investigations
  - Title IX Coordinator is informed of allegations and pending investigation
    - Information provided to complainant/victim – victim advocacy resources, employee assistance program, filing options, etc.
  - Manager of Investigations keeps log to track case
Manager of Investigations notifies DDD
  - Notification to victim
  - Notification of the accused individual
  - Interim protective action considered/reviewed
Manager of Investigations notifies Student Affairs, if appropriate
Manager of Investigations reviews incident reports generated by others (UPD, OACR, Student Affairs, etc)
Investigates allegations by interviewing Complainant, Respondent, and witnesses
Reviews files, emails, social media, as appropriate
Drafts report
  - When practical every effort will be made to complete the investigation and produce a report within 60 calendar days of receiving notice of allegations.
Report is reviewed by Director, VP of HR, and Title IX Coordinator
Report is reviewed by General Counsel’s Office
Report is issued to appropriate hiring authorities
  - Report issued to victim
  - Report issued to accused individual
Director follows up with hiring authorities to discuss recommendations
  - Accused individual and victim notified of discipline (if appropriate) and right to appeal decision

- **Hotline Reports**
  - Hotline reports come in through OACR to Director
  - Case logged and assigned to ER Manager or Manger of Investigations, as appropriate
  - Assigned Manager notifies DDD as appropriate; investigates; writes formal report

- **Faculty In Unit Grievances**
  - Grievance is filed with VPHR and logged for tracking
  - Grievance is assigned by Director. Copies are sent by email to VPHR, Director of ER, GC’s Office, Chief Negotiator, and Associate Provost
  - ER makes initial assessment with Provost’s Office
  - Step 1 review with appropriate DDD
  - If Step 2 is filed ER representative works with Provost’s Office
# USPS COMPLAINTS & TEAMS GRIEVANCES

<table>
<thead>
<tr>
<th>Step One</th>
<th>Step Two</th>
<th>Step Three</th>
<th>Arbitration</th>
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<tbody>
<tr>
<td><strong>USPS complaint</strong>&lt;br&gt;(Regulation 3.058)</td>
<td>• Filed within <strong>10 days</strong> of act or omission&lt;br&gt;• Informal oral discussion with EE’s supervisor&lt;br&gt;• Supervisor provides informal oral resolution</td>
<td>• Written complaint filed with Department Head&lt;br&gt;• Copy to ER Manager&lt;br&gt;• Filed <strong>10 days</strong> from oral response at Step 1&lt;br&gt;• Meet with Complainant&lt;br&gt;• ER manager assists dept with process&lt;br&gt;• Respond in writing to complainant within <strong>20 days</strong></td>
<td>• Appeal to Vice President&lt;br&gt;• Filed <strong>10 days</strong> from Step 2&lt;br&gt;• cc: Department Head &amp; ER&lt;br&gt;• VP reviews written record from Step 2&lt;br&gt;• Respond by letter to complaint <strong>20 days</strong> from receipt of complaint&lt;br&gt;• VP decision is final&lt;br&gt;• ER Mgr assists and coordinates process</td>
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| **TEAMS**<br>(Regulation 3.051) | • Filed with HRS within **10 days** of act or omission<br>• VP HRS appoints grievance officer (typically ER Mgr.)<br>• HRS will inform DDD of grievance<br>• Grievance office conducts interviews within **15 days** of receipt of grievance<br>• Written response issued **10 days** following review | • Appeal to VP<br>• Filed with HRS within **10 days** of Step 1<br>• Step 2 review based solely on Step 1 report or meet with EE if appropriate<br>• Written response **15 days** from completion of review<br>• ER Mgr assists and coordinates process | • Filed 10 days from action<br>• Only covers:<br> o Suspensions<br> o Reductions in pay<br> o Transfers<br> o Layoffs<br> o Demotions with reduction in pay<br> o Job abandonment<br> o Dismissals<br>  
*These actions are not subject to the complaint procedure.*

| No Step 3 | • Filed 10 days from action<br>• Only covers:<br> o Suspensions<br> o Reductions in pay<br> o Transfers<br> o Layoffs<br> o Demotions with reduction in pay<br> o Job abandonment<br> o Dismissals<br>  
*Unlike USPS – these actions can be grieved at Step 1 & 2*

|  |  |
|  | **DDD & VP review for suspensions & dismissals for just cause substitutes for grievance review process** |

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**Note:**
- USPS complaint procedures do not cover suspensions, reductions in pay, transfers, layoffs, demotions with reduction in pay, job abandonment, or dismissals.
- TEAMS procedures can cover these actions at Step 1 and 2.
- DDD & VP review substitutes for grievance review process.
## FACULTY

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<tr>
<th>Faculty in unit (Article 31 CBA)</th>
<th>Informal process</th>
<th>Step One</th>
<th>Step Two</th>
<th>Step 3/Arbitration</th>
</tr>
</thead>
</table>
| Informal discussions between administrators and faculty member | • Filed with HRS  
• 15 days for discipline  
• 60 days for other cases  
• Reviewed by Dean/Director unless University level action  
• Schedule Step 1 hearing no sooner than 7 days and no later than 15 days from receipt of grievance  
• Step 1 response in writing no later than 15 days from hearing | • Filed with HRS  
• 30 days from issuance of Step 1  
• Reviewed by Provost or designee (typically Chief Negotiator)  
• Schedule Step 2 review no later than 15 days from receipt of Step 2  
• Step 2 response in writing within 15 days of review | • Filed 45 days from receipt of Step 2  
• In disciplinary cases, Step 1 is filed within 15 days. Step 1 & Step 2 review shall be waived and an automatic 30 day postponement is implemented while UFF decides whether or not to file arbitration. Arbitration must be filed within 30 days after filing of grievance. |
| Does not automatically extend timelines |  |  |  |  |

| Out of unit Faculty including post docs (Regulations 7.041 & 7.042) | Informal step is referred to as “appeal”  
• Appeal is initiated by EE with immediate spv or appropriate admin  
• Appeal does not extend time limit for grievance, however, EE may request extension to pursue informal appeal  
Faculty member has 1 of 2 formal grievance options:  
• Reg 7.042 for issues involving UF Regs  
• Reg 7.0441 - Faculty Senate for issues of academic freedom, tenure, ethics, or general welfare of faculty | Reg 7.042 –  
• Filed in the office of the President with copy to grievant’s Chief Admin Officer (CAO) - DDD or SVPHA or SVP IFAS  
• Filed no later than 30 days  
• Grievant can elect for Step 1 review by CAO  
  o Grievance Committee/Dean  
  o Level 2 review by VP  
• Request for review by VP should be no later than 15 days from receipt of level 1 decision  
• VP’s decision in writing cc to Provost | Reg 7.042 –  
• Filed with the Office of the Provost  
• 15 days from receipt of Step 1  
• Response issued within 30 days of meeting | Reg 7.042 –  
• Filed 15 days from receipt of Step 2 |