



PROBLEM RESOLUTION PROCEDURE (GRIEVANCE PROCEDURE)

Virginia Wesleyan College recognizes that positive employee relations and morale can best be achieved and maintained in a working environment that promotes ongoing open communication between supervisors and their employees. This includes open and candid discussions of work related employee problems and concerns. The College encourages its employees to express problems and opinions on any work related issue so that issues can be resolved quickly and in a manner which enhances mutual understanding.

In most instances, informal discussion with the supervisor will solve a problem. However, if you and your supervisor cannot reach a solution, or if you feel talking with your supervisor may not be appropriate, Virginia Wesleyan College offers the following Problem Resolution Procedure:

- Employee presents the problem in writing (signed and dated) within 10 calendar days to his/her supervisor. In situations where there are multiple supervisors between the employee and the Vice President/Dean, the employee presents his/her problem to (preferably) the immediate supervisor. It is the responsibility of the immediate supervisor to ensure that all other appropriate supervisors are notified of the action. Employee sends copy of written statement to Human Resources.
- Supervisor responds in writing, with signature and date, to the employee within seven (7) calendar days. Supervisor sends copy of written response to Human Resources.
- If problem is not settled at this point, employee presents problem in writing to Vice President/Dean in charge of his/her department within five (5) working days. Written statement is signed and dated. Employee sends copy of statement to Human Resources.
- Vice President responds in writing (signed and dated) to employee within five (5) working days. Vice President sends copy of statement to Human Resources.
- If problem is not settled at this point, employee presents problem in writing (signed and dated) to College President within five (5) working days for final decision. Employee copies statement to Human Resources.

- President, whose decision is final, notifies, in writing, employee and Human Resources.
- Human Resources notifies, in writing, any other appropriate individuals.