

**UNIVERSITY OF HOUSTON SYSTEM
ADMINISTRATIVE MEMORANDUM**

SECTION: Human Resources

NUMBER: 02.A.05

AREA: General

SUBJECT: Employee Relations, Grievance, and Appeal

1. PURPOSE

The University of Houston System has a formal commitment to the establishment and maintenance of a constructive problem-solving mechanism for the resolution of employee grievances. The purpose of this policy is to provide a means whereby any employee who feels that he or she has been subjected to unfair, discriminatory, or abusive treatment may be assured of a prompt, orderly, and fair response to his or her grievance or appeal.

2. POLICY

- 2.1. System policy requires that all employees be treated fairly and consistently in all matters related to their employment. System employees have the right to express a grievance through informal and formal avenues.
- 2.2. Wherever possible, employees are encouraged to pursue the resolution of job-related concerns through informal processes developed for and maintained by each component university. In the event that a grievance cannot be resolved through informal channels, formal component university-specific procedures may be activated. Promptness in resolving job-related concerns is a necessary condition of equity. Each individual is encouraged to become familiar with his or her responsibilities and rights as an employee. Questions concerning each component's staff grievance and appeals procedure should be addressed to the departmental supervisor or the component university's human resources department.
- 2.3. It is the policy of the System to provide both informal and formal avenues of resolution for employee job-related issues, or for any perceived violation of System policies and procedures, and state or federal employment laws. Intimidation, harassment, coercion or reprisal against any employee for good-faith presentation of a grievance is prohibited.
- 2.4. This grievance policy has been established in the interest of due process. It is a means to ensure employees have a method of redress in those instances where they feel they have been treated unfairly. Grievances may include, but are not necessarily limited to, dismissal, involuntary transfer, and demotion. Assignment of duties, determination of work hours and other management responsibilities are reserved as management rights and are not subject to grievance.

2.5. Each component university will develop and maintain policies and procedures that provide for the following:

- Coverage of the policy and procedures;
- Informal grievance resolution;
- Formal grievance resolution;
- Prompt resolution at each stage;
- Impartial review of employee concerns;
- Documentation of both informal and formal processes;
- Clear communication of employee concerns and relief sought;
- Instructions for conducting formal hearings;
- Clear communication of final decisions;
- Prohibition against retaliation for good faith;
- Participation in the grievance process; and
- Reasonable confidentiality.

3. POLICY COMMUNICATION

3.1. Each component university's grievance and appeals policy and procedures shall be communicated to every new employee during employee orientation. Each new employee will be furnished information regarding the location of the component university's policy on the component university's web site. Each departmental supervisor is responsible for establishing a mutual understanding with his or her employees of the need to resolve problems objectively with freedom from fear of retaliatory consequences or reprisals.

3.2 The policy of the University of Houston System and its components is to ensure equal opportunity in all its educational programs and activities, and all terms and conditions of employment without regard to age, race, color, disability, religion, national origin, veteran's status, genetic information, or sex (including pregnancy), except where such a distinction is required by law. Additionally, UH System prohibits discrimination in all aspects of employment and educational programs on the basis of sexual orientation, gender identity, or gender expression. For the UH System's Official Non-Discrimination Statement, see [SAM.01.D.05 – Equal Opportunity and Non-Discrimination Statement](#).

4. REVIEW AND RESPONSIBILITY

Responsible Party: Associate Vice Chancellor for Human Resources

Review: Every five years on or before September 1

5. APPROVAL

Approved: Jim McShan
Interim Vice Chancellor for Administration and Finance

Renu Khator
Chancellor

Date: May 13, 2016

REVISION LOG

Revision Number	Approval Date	Description of Changes
1	09/04/1990	Initial edition
2	08/24/1992	Revised Section 1 to add provisions of Article 5154, Section 6, VACS. Emphasized Human Resources as Personnel Office in Section 2.2. Revised Section 2.3 to add state or federal employment laws to informal and formal grievance. Added Section 2.5 on each component campus developing and maintaining grievance policies and procedures based on several criteria. Removed Section 3 on Informal Grievance procedure, and removed Section 4 on Formal Grievance Procedure. Revised Section 3 on Policy Communication to place responsibility of communication with department supervisor. Removed Section 6, Procedures for Conducting Grievance Hearings

Revision Number	Approval Date	Description of Changes
3	06/01/2008	Applied SAM Template to meet current documentation standards. Removed information about Article 5154, Section 6, VACS from Section 1, along with the documentation regarding for detailed policy and procedures by each component system to handled employee grievance and appeal. Revised Section 2.1 to remove judgment principles. Removed Personnel Office from Section 2.2. Changed responsible party from Vice Chancellor for Administration and Finance to Assistant Vice Chancellor for Human Resources. Changed review period from odd numbered years on or before August 31 st to every three years on or before August 31 st . Added Vice Chancellor for Administration and Finance to approval cycle in Section 5.
4	12/01/2010	Applied SAM Template to meet current documentation standards. Changed the responsible party from the Assistant Vice Chancellor for Human Resources to the Associate Vice Chancellor for Finance. Changed the review period from every three years on or before August 31 st to every five years on or before September 1 st . Removed Section 6, Indexing Terms
5	05/13/2016	Applied SAM Template to reflect current documentation standards and added new SAM Revision Log. Added Section 3.2 GENDA and Title IX statement per the U. S. Department of Education’s Office of Civil Rights’ requirements. Changed responsible party from Associate Vice Chancellor for Finance to Associate Vice Chancellor for Human Resources. No additional changes were made by the Subject Matter Experts (SMEs)