



**GRIEVANCE PROCEDURES FOR CLASSIFIED STAFF**  
Effective: May 3, 2021

**PURPOSE**

In accordance with State Civil Service Rule 3.1(m), this policy statement establishes procedures for the resolution of grievances of LSU Health Sciences Center New Orleans ("LSUHSC-NO") classified staff.

In any organization, dissatisfaction and misunderstanding may arise among employees. Ideally, employee problems should be resolved at the lowest possible supervisory level and in a timely manner. The grievance process is a means of addressing employee complaints and it is the right of every active employee to utilize the grievance process. This process provides a method of determining the specific cause for a grievance and a path to the best resolution.

While LSUHSC-NO recognizes the employee's right to file a formal grievance, the employee is strongly encouraged to discuss concerns with the chain of command to resolve the grievance informally.

**RESPONSIBILITIES**

**Director, Human Resource Management:** The Director of Human Resource Management has overall responsibility for administration of the grievance process per Civil Service Rule 3.1, and to ensure that all employees are aware of the process and how to access it. A record of all grievances will be maintained in the Office of Human Resource Management.

**Supervisors:** Supervisors at all levels are encouraged to informally resolve employee issues and problems. If this is not possible, supervisors are required to execute the grievance process in accordance with this policy.

**NON-GRIEVABLE ISSUES**

The following actions are not grievable under this policy:

- Termination, non-disciplinary removal of a permanent employee, or a layoff of a permanent employee.
- Actions within the exclusive jurisdiction of the State Civil Service Commission, including, but not limited to, actions impacting pay; reduction in pay; suspension without pay; denial of market increases, involuntary demotions; or position classification.

- An allocation or reallocation decision.
- The rejection of an application.
- Performance evaluations. Classified staff may appeal their performance rating in accordance with Civil Service rules and university policy.
- Disciplinary Actions. Complaints or responses about letters of warning, reprimand, or proposals for disciplinary action are handled by written response and not through the grievance process.
- Non-selection for a position.
- An employment action or decision that discriminates against an employee because of his or her political beliefs, sex, or race.

### **STEPS IN THE GRIEVANCE PROCESS**

#### **STEP 1:**

1. Grievances should be presented by the employee to Human Resource Management within fourteen (14) business days of the alleged grievable act. The employee will complete the LSUHSC-NO Grievance Form.
2. Human Resource Management will provide the Grievance Form to the appropriate supervisor within two (2) business days.
3. The supervisor will propose a resolution, notify the employee of the proposed resolution, complete the Grievance Form, and return it to Human Resource Management within five (5) business days. Human Resource Management will provide a copy to the employee.

#### **STEP 2:**

1. If the employee is not satisfied with the proposed resolution in Step 1, the employee must complete Step 2 of the Grievance Form and return the Grievance Form to Human Resource Management within five (5) business days of initial receipt of the Grievance Form from Human Resource Management.
2. Human Resource Management will forward the Grievance Form to the Department Head, who will uphold the proposed resolution of the immediate supervisor or propose an alternate resolution, within two (2) business days.
3. The Department Head must notify the employee of his/her decision, provide a copy of the Grievance Form to the employee, and return the completed Grievance Form to Human Resource Management with five (5) business days.

**STEP 3:**

1. If the employee is not satisfied with the resolution proposed by the Department Head, the employee may appeal in writing to the Chief of Staff by completing Step 3 of the Grievance Form and submitting it to Human Resource Management within five (5) business days after being notified of the proposed resolution of the Department Head.
2. After reviewing the Grievance Form, the Chief of Staff will direct a hearing chaired by the Director of Human Resource Management who will appoint other members of the committee as needed. The employee will be given seven (7) business days' advance notice of this hearing.
3. Upon conclusion of the hearing, the Director of Human Resource Management will present findings and recommendations to the Chief of Staff who, as Appointing Authority will make the final decision on the grievance. The employee will be provided written notice of this decision within five (5) business days.

**TIME LIMITS**

Time limits established in this policy should be followed. Failure by an employee to adhere to time limits without appropriate justification may result in the employee waiving all rights under the grievance procedure for the issue(s) raised in the grievance. Failure by the LSUHSC-NO chain of command to follow protocols within established time limits or provide written notice that additional time is needed to respond to the employee, will result in authorization to the grievant to move to the next step of the procedure.

With appropriate justification, time limits in this policy may be suspended, extended, or altered by the Chief of Staff or his/her designee.

**RETALIATION**

No employee shall take reprisal action against an employee who uses the grievance policy, serves as an advisor, or participates in any way (for example, witness) in the grievance process. Any employee violating this prohibition against retaliation may be subject to disciplinary action up to and including termination.

No LSUHSC-NO official may use his/her position to attempt to improperly influence the grievance process.

**SUMMARY DISPOSITION OF A GRIEVANCE**

A grievance which does not present a grievable issue or which is subject to summary disposition pursuant to Civil Service Guidelines, or which is untimely may be dismissed.

A request for summary dismissal must be approved by the Chief of Staff or his/her designated representative. All parties to the grievance will be notified in writing of the decision.

**PRE-GRIEVANCE COUNSELING**

The LSUHSC-NO Office of Human Resource Management/Employee Relations may be contacted for information and counseling on the grievance process. Please contact 504/568-4947 or 504/568-5798.

**APPROVED**



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Louis Colletta  
Chief of Staff/Appointing Authority