

UNDERGRADUATE STUDENT-EMPLOYEE GRIEVANCE PROCEDURE

Informal Grievance Procedure for Undergraduate Student-Employees

Undergraduate student-employees are encouraged to first discuss their concerns with their immediate supervisor prior to filing a formal grievance. A supervisor should be made aware of the issue and have an opportunity to resolve the issue before a formal grievance is filed.

When an undergraduate student-employee is working through an informal process with his or her supervisor, a reasonable extension of thirty calendar days shall be given for any time limit to file a formal grievance (see below). Human Resource Services will determine if any further extension will be granted

Formal Grievance Procedure for Undergraduate Student-Employees

- A. The procedures outlined herein apply to and are considered the right of any ISU undergraduate student employed by Iowa State University. Graduate students should use the grievance procedures contained in the Graduate College Handbook.

Students not employed by ISU are excluded from using this grievance procedure.

A grievance is defined as a difference, complaint, or dispute regarding the interpretation and/or application of policies and/or procedures governing terms of employment, working conditions, work hours, or compensation. General wage adjustment and complaints about discrimination and harassment based on a protected group membership or status (see policy: Discrimination and Harassment) are excluded from the grievance procedure because they are addressed under other policies.

- B. A grievance must be initiated within fourteen class days of the date of discovery by the employee of the facts that support a grievance. An extension of any of the time limits specified in the grievance procedure may be made as determined by a review by Human Resource Services.
- C. The undergraduate student-employee has the right to be accompanied by one representative of his or her choice during any grievance proceeding. This representative serves in an advisory role only. The Student Assistance staff in the Dean of Students office can provide resources and support for students filing grievances.
- D. The grievance procedure must be confidential and closed to the public.
- E. An undergraduate student-employee who wishes to be made aware of or seek clarification of the grievance procedure may inquire at the Office of Employee and Labor Relations, 3810 Beardshear Hall, 515-294-4800.

- F. If the undergraduate student-employee is unable to resolve his or her concerns informally, the procedure involved for dealing with a formal grievance is as follows:

Step 1: An undergraduate student-employee may begin a grievance by presenting the grievance in writing to the head of the administrative unit of the student-employee's supervisor within the allotted time as described by Item C (above). The student must provide a copy of the Student-Employee Grievance Form to his or her supervisor upon filing the grievance.

Within seven class days of receiving the Student-Employee Grievance Form, the head of the administrative unit or his or her designated representative shall meet with the student employee and their support person, if any. A written response by the head of the administrative unit is required within seven class days of the meeting.

The outcome of the meeting shall be recorded on the Student-Employee Grievance Form by the administrative head or designated representative. If a decision maker does not respond to a grievance or appeal deadline, the grievant may choose to move the grievance or appeal to the next step in the process.

Step 2: If the written response from the head of the administrative unit fails to satisfy the undergraduate student-employee, the Student-Employee Grievance Form shall be forwarded by the employee to the office of the appropriate senior vice president or dean within seven class days of the outcome of Step 1.

Within seven class days of receiving the Student-Employee Grievance Form, the vice president or dean shall meet with the student-employee and his or her support person, if any. The appropriate senior vice president or dean will respond to the grievance within seven class days.

The outcome of the meeting shall be recorded on the Student-Employee Grievance Form by the appropriate senior vice president or dean.

- G. Following each step, the administrative head, dean, or senior vice president shall provide a copy of the grievance response to Human Resource Services, 3810 Beardshear Hall.
- H. The decision by the appropriate senior vice president or dean shall be the final decision of the university on the grievance. Any appeal would be to the Board of Regents, State of Iowa under their Student Appeal Procedures.

[Undergraduate Student Employee Grievances Policy](#)

See also Undergraduate Student Employee Grievance Form