

## MEDICAL COLLEGE OF OHIO

Subject: PROBLEM RESOLUTION PROCEDURE NON-FACULTY AND NON-BARGAINING UNIT

Policy No.: 05-053

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Misunderstandings and differences of opinion arise whenever people work together. It is the desire of the Medical College of Ohio to resolve such matters on a timely basis by providing employees the opportunity to present their complaints, problems or concerns to management. Any complaint or dispute concerning employee relations, working conditions and/or unjust or inequitable treatment should be promptly resolved.

This procedure is available to all non-faculty, non-bargaining unit employees. Faculty members are to follow the grievance procedure established for the faculty. Classified and Unclassified employees who are covered by the MCO/AFSCME Labor Agreement and Police Officers covered by the MCO/IUPA Labor Agreement, are to follow the grievance procedure contained in those respective contracts.

Most misunderstandings and differences should be resolved between the employee and the immediate supervisor on an informal basis through a discussion of the facts and/or concerns.

### LEVEL 1

If the issue is not settled during informal discussions, the employee shall reduce all facts concerning the issue to writing and present it to the employee's department manager for discussion and settlement within ten (10) working days after informal discussions.

In reducing the issue or problem to writing, the employee shall set forth with reasonable clearness the nature of the act or acts on which the problem is based, the time such acts occurred, the identity of the jobs, the Medical College of Ohio policy or procedure which has been violated and the remedy requested.

If the employee desires assistance in reducing the problem to writing, the Administrator for Human Resources or designee may be asked for assistance. The employee's department manager should answer within five (5) working days after the problem has been presented. The answer should set forth in written detail and with reasonable clearness the facts and provisions of the Medical College of Ohio policy or procedure upon which the decision is based.

### LEVEL 2

If the problem is not settled at Level 1 it will be presented for hearing by the employee to the Administrator for Human Resources or designee within seven (7) working days after receiving the Level 1 response for discussion for settlement. The Administrator for Human Resources or designee shall give the employee a written response within seven (7) working days.

### LEVEL 3

If the problem is still unresolved it will be presented by the employee to the Office of the President of the Medical College of Ohio within seven (7) working days after the Administrator for Human Resources or designee's response. If a hearing is desired, it must be requested by the employee within seven (7) working days after the response of the Administrator for Human Resources. The President or President's designee shall respond to the employee's problem within ten (10) working days after the close of the hearing.

### LEVEL 4

Any problem which remains unresolved after having been fully processed, pursuant to the procedure set forth above, may be submitted within ten (10) working days after receipt of the Level 3 written response to the Human Resources Complaint Committee. This committee will consist of three (3) key Medical College of Ohio staff or medical professionals to be selected by the President or his designee.

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A proposed resolution will be made by the Human Resources Complaint Committee to the Vice President in charge of the unit, department, area or staff function whose subsequent decision will be final within ten (10) working days after the close of the hearing. A copy of the proposed resolution will be given to the President of the Medical College of Ohio.

Source: Vice President for Operations

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