



Applies to: Staff <sup>1</sup>

## **POLICY**

Issued: 10/01/1973  
Edited: 04/17/2014

The university recognizes disputes may arise in the employment setting. Parties involved in a dispute are encouraged to seek informal resolution. It is management’s responsibility to facilitate fair and equitable resolution of disputes. In the event informal resolution is not possible, staff may pursue a formal resolution process.

Matters that are excluded from this process are corrective actions/terminations issued by the university appointing authority (vice president for human resources), classification determinations by the Office of Human Resources and complaints of discrimination.

<sup>1</sup> This policy does not apply to staff covered by collective bargaining agreements. Hospital Policy and Procedures #02-16 covers employment disputes for Health System employees.

## **Definitions**

<b>Term</b>	<b>Definition</b>
Employment dispute	An unresolved issue concerning interpretation and/or application of workplace policy, practice or procedure.

## **PROCEDURE**

Issued: 10/01/1973  
Edited: 04/17/2014

### **I. Informal resolution with the supervisor**

1. Employees are encouraged to bring employment disputes to the attention of their supervisor as soon as possible and may also seek resolution with other appropriate individuals, including the unit head.
2. Supervisors are expected to make good-faith efforts at fair and equitable resolution.
3. At any point in this process, the employee or supervisor may enlist unit human resource staff to help parties reach a resolution.
4. The informal resolution process may continue until either party decides informal resolution is not possible.

### **II. Formal resolution with the unit leader or senior human resource professional**

1. To initiate a formal dispute resolution process, employees complete an [Employment Dispute Form](#) describing the issues; specifying the policy, practice and/or procedure in question; and identifying an appropriate resolution. The employee should submit the form to the department administrator or senior human resource professional within 45 calendar days of the incident or discovery of such incident. The supervisor or department administrator consults with the appropriate unit head (e.g., dean, vice president) to determine the unit representative who will hear the dispute. The unit representative must not have been involved in determining the original decision.
2. Within 14 calendar days of receipt of the [Employment Dispute Form](#), the unit representative will schedule a meeting with the employee to discuss the dispute.



Applies to: Staff <sup>1</sup>

3. The unit representative will review the issues with the appropriate individuals, make a determination and respond to the parties in writing within 14 calendar days. Time limits may be extended by mutual consent of all parties. The unit representative may consult with the Office of Human Resources or other offices as appropriate.
4. The decision by the unit representative is final.

### Responsibilities

Position or Office	Responsibilities
Employee	<ol style="list-style-type: none"> <li>1. Seek informal resolution of workplace issues at the lowest possible level. Meet with the appropriate supervisor and discuss the issues and possible remedies.</li> <li>2. Seek consultation and assistance from unit human resource staff to help resolve conflicts as needed.</li> <li>3. File a formal complaint using the <a href="#">Employment Dispute Form</a> if the issue is not resolved.</li> </ol>
Supervisor, administrator, employing unit	<ol style="list-style-type: none"> <li>1. Attempt timely resolution of workplace issues.</li> <li>2. Involve unit human resource staff if help is desired.</li> <li>3. Consult with the appropriate unit head (dean, vice president) to determine who will hear the formal dispute if one is filed.</li> <li>4. Conduct meetings and provide decisions in a timely manner.</li> </ol>
Office of Human Resources	<ol style="list-style-type: none"> <li>1. Consult on dispute resolution and procedural matters.</li> <li>2. Determine when or if an employment dispute falls outside of the purview of this policy.</li> <li>3. Coordinate the mediation service.</li> </ol>

### Resources

- Employment Dispute Form, [hr.osu.edu/wp-content/uploads/form-employment-dispute.pdf](http://hr.osu.edu/wp-content/uploads/form-employment-dispute.pdf)
- Investigation Guidelines, [hr.osu.edu/wp-content/uploads/discrimination-investigation-guidelines.pdf](http://hr.osu.edu/wp-content/uploads/discrimination-investigation-guidelines.pdf)
- Mediation Service, [hr.osu.edu/services/elr/](http://hr.osu.edu/services/elr/)
- Affirmative Action, Equal Employment Opportunity and Non-Discrimination/Harassment Policy 1.10, [hr.osu.edu/public/documents/policy/policy110.pdf](http://hr.osu.edu/public/documents/policy/policy110.pdf)

### Contacts

Subject	Office	Telephone	E-mail/URL
Policy questions, complaints of discrimination	Human Resources Employee and Labor Relations	614-292-2800	<a href="mailto:hr-elr@osu.edu">hr-elr@osu.edu</a> <a href="http://hr.osu.edu/services/elr/">hr.osu.edu/services/elr/</a>
Mediation	University Mediation Service, Human Resources		<a href="mailto:hr-mediation@osu.edu">hr-mediation@osu.edu</a> <a href="http://hr.osu.edu/services/elr/">hr.osu.edu/services/elr/</a>

### History

Issued: 10/01/1973 (Issued as Complaints/Grievances)  
 Revised: 10/01/1980  
 Revised: 02/01/1983  
 Revised: 12/20/1995  
 Revised: 05/01/1996 (Renamed Employment Disputes and Complaints of Discrimination)  
 Edited: 10/31/1997



**THE OHIO STATE  
UNIVERSITY**

# **Employment Disputes Policy 8.20**

## **Office of Human Resources**

---

Applies to: Staff <sup>1</sup>

Edited: 08/27/1999  
Edited: 09/06/2002  
Edited: 08/26/2003  
Revised: 03/01/2012 (Renamed Employment Disputes)  
Edited: 04/17/2014