# Complaint and Grievance Process

**Step 1: Compliant: informal expression to the immediate supervisor.**
*Employee and/or Steward must file within 15 workdays of the date upon which the employee was aware of the matter which gave rise to the complaint. A meeting between employee, Steward and management is requested.*

**Management must respond within 2 workdays if they refuse to meet.**
*-If they refuse to meet: File Step Two within 30 workdays from when notice was given.*
*-If management does not respond to Step One request: File Step Two within 10 workdays.*

**If management agrees to meet and after the Step One meeting the issue remains unresolved, Step Two Grievance must be filed within 10 workdays after receipt of the Step One decision.**

**If no response is given after the meeting, an employee must file a Step Two within 30 workdays from when the employee first gave notice to management.**

**Step Two: Written Grievance to Department Head**
*An employee may bypass Step One and file written grievance to head of employee's department within 15 workdays of the date upon which the employee could have reasonably been aware of the occurrence of the matter which gave rise to the complaint. Grievances may be initiated at Step Two if the subject matter of the complaint is clearly beyond the control of the immediate supervisor.*

**Step Two grievance is a complaint in writing, submitted to the administrative head of the department, using a VSEA Step Two Grievance Form.**

Once submitted, the grievance can be discussed informally within 10 workdays of its receipt, between the employee, and/or his/her representative, and the department head or designee. The employee shall be notified in writing of the department's decision within 5 workdays after the discussion.

**Step Three: Department of Human Resources Level**
*If the employee wishes to pursue a matter not resolved at Step Two, the Steward and Employee are strongly advised to contact their Union Rep to file a Step Three Grievance, which must be submitted to Human Resources within 10 workdays of receipt of the Step Two decision.*

**Grievances may be initiated at Step Three if the subject matter of the grievance is clearly beyond the control of the agency, department or institution head.**